

Claims Processing Job Aid for MassBay Wellness Plan

A claims processing job aid is a guide that outlines the necessary steps and lists useful plan-specific directions to submit a claim, or correct a claim already submitted. Below is an example of a job aid for a fictional plan called “MassBay Wellness Plan” that may serve as a template as you develop your own job aids for the plans you are contracted with.

Plan Info	MassBay Wellness Plan 1234 State Street Boston, MA 01010-5555 www.massbaywellness.com
Claim Submission Timeline Requirements	<ul style="list-style-type: none"> • 90 days from date-of-service, initial submission • 60 days from date-of-denial for resubmission
Customer Service # Hours of Operation	1-800-333-4545 (hit “2” for provider; then “4” for claims) Monday – Friday, 8am – 5pm (Currently no text or chat option)
Info Needed When Calling Customer Service	<ul style="list-style-type: none"> • Group NPI (1122334455) • Member ID (Plan ID, <i>not</i> MassHealth ID) • Member DOB • Claim Internal Control Number (ICN) (pulled from Remittance Advice (RA))
Plan Contact	Susan Smith – susan.smith@massbaywellness.com
Member Eligibility Portal	<ul style="list-style-type: none"> • www.massbayeligibility.com • (Billers John and Linda both have log-in credentials) • Member ID (Plan ID, <i>not</i> MassHealth ID) • Member DOB • Will give date-range of eligibility of 30 days • Remember to type LAST name in initial field (<i>not</i> first name)
Main Method of Submission -- DDE	<ul style="list-style-type: none"> • www.massbayproviders.com • (Billers John and Linda both have log-in credentials) • On home page, hit “Submit Claims Through Data Entry” • After typing in NPI, screen will show our provider address and ask for verification, hit “Yes” • <i>Do NOT forget to hit “Save” after filling out each screen before you hit “Next”</i> • Fill out screen two completely, remember to use Member Plan ID • Verify correct member comes up • Fill out screen three, remember to utilize drop-down box to pick correct modifier(s) if required

	<ul style="list-style-type: none"> • If desired, on screen four hit “Attach additional documents” and upload copy of any relevant receipts (plan does not require this) • When done, hit “Submit” – the ICN will immediately pop-up, record this number on claims tracking spreadsheet • Hit “Yes” for “Print Copy” – staple any and all receipts to copy of claim, file in member file • When working denials – on home page, hit “Edit Previously Submitted Claim” • Type in original ICN number (from RA). Make edit(s) where necessary, again, remember to hit “Save” after each screen before you hit “Next” • When done with edits hit “Submit”. Pop-up will appear stating “Are you sure you want to replace previous claim with these edits?” – hit “Yes” • Hit “Yes” for “Print Copy” – write “resubmission” in black ink on top of copy, staple it to the print-out of original claim and file in member file • Note on claims tracking spreadsheet the edit that was made and the resubmission date
<p>Back-Up Method of Submission – Paper Claims</p>	<p>Mail claims to: MassBay Wellness Plan Attn: Claims Department 1234 State Street Boston, MA 01010-5555</p> <ul style="list-style-type: none"> • Plan does not have fax option • Plan requests that all claims are mailed by <i>CERTIFIED MAIL</i>
<p>Remittance Advice Retrieval</p>	<ul style="list-style-type: none"> • RAs are posted every Tuesday on the provider portal • www.massbayproviders.com • (Billers John and Linda both have log-in credentials) • On home page, hit “Remittance Advices” • Check on each RA you need, then at bottom hit “Print A Copy” • For all paid claims, match ICN listed on RA to ICN on claims tracking spreadsheet, noting any discrepancy between charged amount and paid amount • For all denied claims, review denial code and work the denial • When finished with RA, save to Weekly Financial Folder kept on main office computer – save in “MassBay Wellness” folder