



SNF Billing Changes

March 26, 2019

Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being, with special consideration for the underserved and those with complex health needs.

Vision

Our members live a healthier life and achieve their full potential.

Values

Our values guide us to approaching our work with integrity, confidence and clarity.

- ▶ **COMPASSION:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- ▶ **INNOVATION:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- ▶ **COLLABORATION:** Mercy Care will seek partners to create exceptional results.
- ▶ **ADVOCACY:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

Why the Change?

- Provider forum feedback from June/July 2017
- Recent enhancements to our claims processing system enables us to implement this option
- Thorough testing performed Q4 2018
- Confirmed encounter acceptance with Federal and State regulators
- Essential departments have completed necessary training and education Q1 2019
- Changes may be billed by facilities on 4/1/19
- This is not date of service driven



Delivering Excellence in
Quality and Service

Current process:

- MCA RUG claims are processed and paid in the claims processing system
- Secondary claims are voided without a sendback letter
- Facilities are then responsible to submit secondary claims with the MCA remittance advice information for coordination of benefits



Delivering Excellence in
Quality and Service

Issues:

- Claims processing errors
 - Original paid MCA claims have been recouped in error
 - Claims are denied as duplicates in error
 - Coordination is not properly applied
- Administrative burden for the facility, Mercy Care, the Claims Processing/Encounter department and AHCCCS



Caring for Specialty Populations

Future Process:

- MCA RUG submission that are billed with room and board revenue code 019X instead of 012X
- Secondary claims to be coordinated appropriately in the claims processing system
- Facilities will no longer have to bill a separate claim with the MCA remittance advice
- Member liability less share of cost will be paid automatically
- Faster turnaround time for secondary payments



Caring for Specialty Populations

Billing Requirements:

- MCA RUG claims – First lines of the claims must contain revenue code(s) 0022 with the approved RUG score(s)
- Room and board lines may be billed with 019X which are the SNF R&B revenue codes recognized by AHCCCS
- May include the condition and/or value codes to designate the Mercy Care LOC
- Additional ancillary services billed as normal

THIS CHANGE IS OPTIONAL!

Billing Example

0022	SNF PPS (RUG)	LC110		14	0 00
0022	SNF PPS (RUG)	LC120		9	0 00
0192	SUBACUTE CARE LEVEL II	203.00		23	4669 00
0250	PHARMACY		081018	1	1440 82
0300	LABORATORY		083018	7	336 44
0320	DX X-RAY		080918	1	207 87

Thank You



mercy care