

ODADAS/ODMH RSC CLAIMS RELEASE INSTRUCTIONS

The MACSIS RSC claims processing option has been implemented to place all claims on hold with the exception of Medicaid claims. That means that whether or not the claim is “payable” or “denied, it will be on hold until it is manually released. Since there are some AoD and MH services that RSC will not cover, those that are automatically denied through the benefit rules, boards do have the option of making these claims “payable” but they need additional fields updated so they are not “marked” as RSC paid services. This write-up is being provided with examples of releasing an RSC paid service and releasing a service RSC doesn’t pay for that the board is paying. Releasing a denied RSC claim as denied is no different that releasing a “regularly” denied held claim so no special instructions are being provided.

Example 1: Releasing an RSC paid claim.

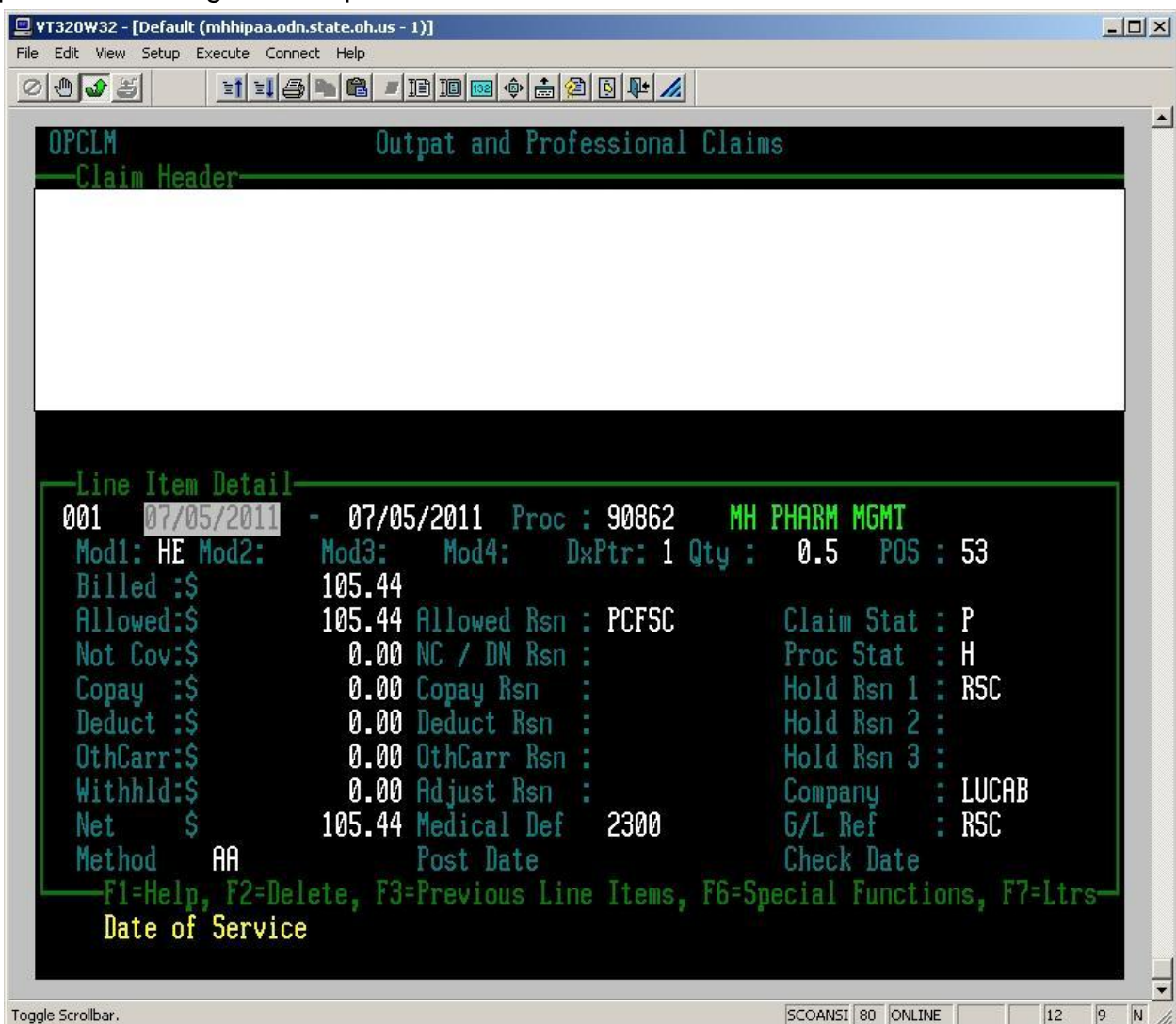


Figure 1 – Original RSC Payable Claim on Hold

Figure 1 represents an unaltered RSC claim detail line (the header information has been redacted for privacy purposes). The “Hold Rsn 1” is “RSC” and the G/L Ref is “RSC” but otherwise it looks like

any other held payable claim. In order to release this claim as paid after receipt of the funding from RSC, you must take the following steps:

- 1) Begin by entering through the claim detail information until you get to the "Allowed Rsn" field. Change the reason code from the default "PCFSC" to the newly created "RSC" code. The "RSC" allowed reason code can also be accessed by using the "F5" look up function when you are in the "Allowed Rsn" field.
- 2) Enter through the following fields until you reach the "Proc Stat" field. Change the "H" (held) to a "U" (unprocessed). Once you enter past this field to the "Hold Rsn 1" field you will receive the following on screen prompt:

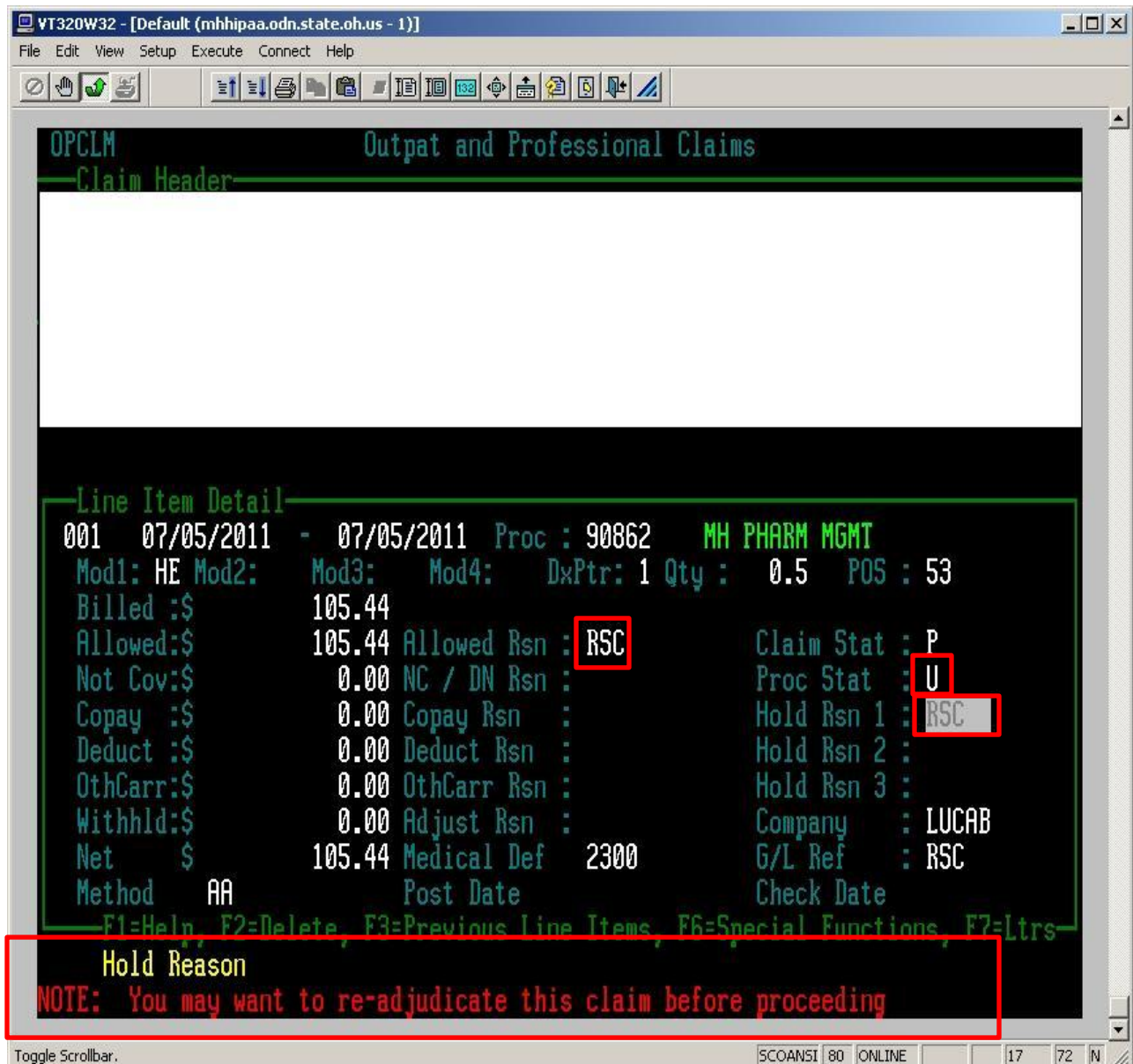


Figure 2 - RSC Payable Claim Originally on Hold Partially Released.

DO NOT RE-ADJUDICATE!!!!!!

- 3) You are now on the “Hold Rsn 1” field that currently contains “RSC”. Hit your space bar and the field will be cleared. Then hit your enter key to continue through the rest of the fields. You will eventually get to the “Update” prompt as shown in the following screen shot:

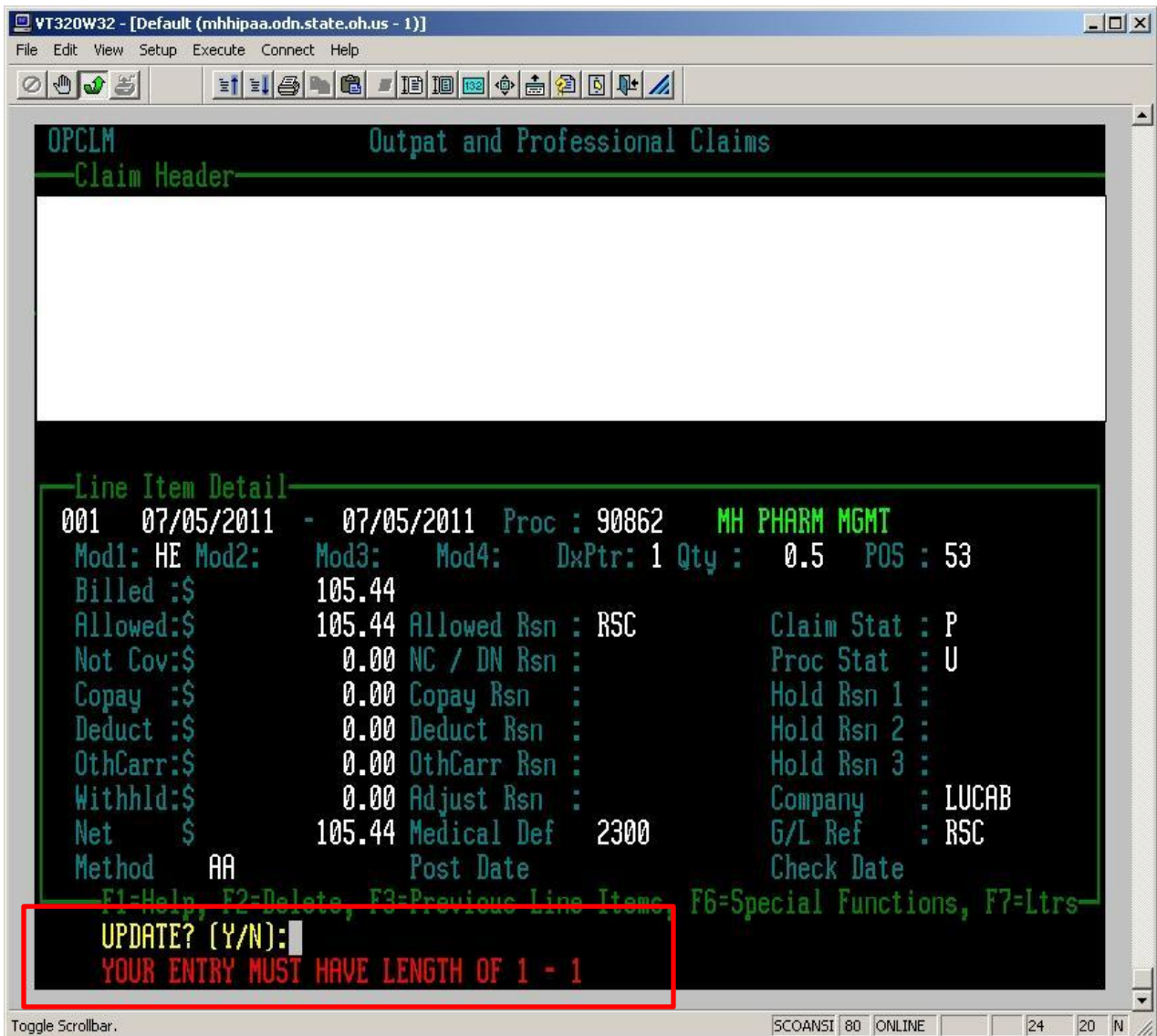


Figure 3 - RSC Payable Claim on Hold Fully Released Ready for Updating

- 4) Enter “Y” to update and press enter to finish updating the claim.

You are finished. To check your work, re-access the 001 claim line and make sure it looks like the above screenshot, without the Update information at the bottom. The “Allowed Rsn” should be “RSC” and the “Proc Stat” should be “U”.

Example 2: Releasing a Service RSC doesn't pay for that the board is paying

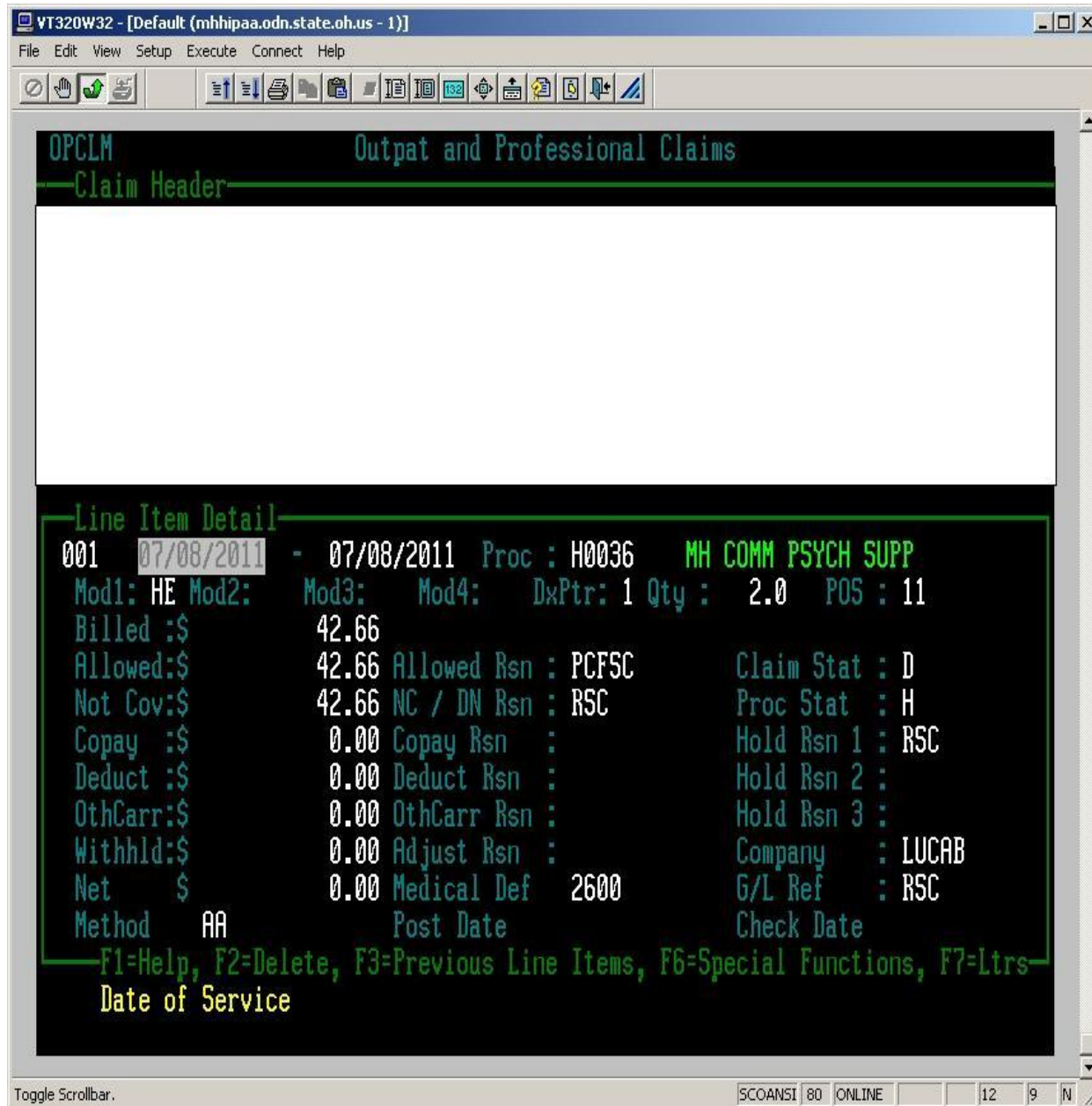


Figure 4 – Original RSC Denied claim

Figure 4 represents an unaltered RSC denied claim detail line (the header information has been redacted for privacy purposes). The “Not Cov” amount is the same as the “allowed” amount, the “NC / DN Rsn” is “RSC”, “Hold Rsn 1” is “RSC” and the G/L Ref is “RSC” but otherwise it looks like any other held payable claim. In order to release this claim as paid when the board has decided to pay it from funding other than RSC, you must take the following steps to remove the majority of the “RSC” “markings”:

- 1) Enter through the claim detail information until you reach the “Not Cov” field. Enter a 0 (zero) in this field to remove the “42.66” in the example. It will become the “0” (zero). At this time, the “Method” field will also update. It will change from the current “AA” to an “AM” as the claim has now been “M” annually adjudicated.

- 2) Continue entering through the fields until you reach the "NC / DN Rsn" field. Hit your space bar to remove the "RSC" coding, the field will become blank. Hit your enter key.
- 3) Continue entering through the fields until you reach the "Claim Stat" field. Change the "D" (denied) to a "P" (payable). Hit your enter key.
- 4) You will now be on the "Proc Stat" field. Change the "H" (held) to a "U" (unprocessed). Hit your enter key.
- 5) You will now be on the "Hold Rsn 1" field and you will receive the following on screen prompt:

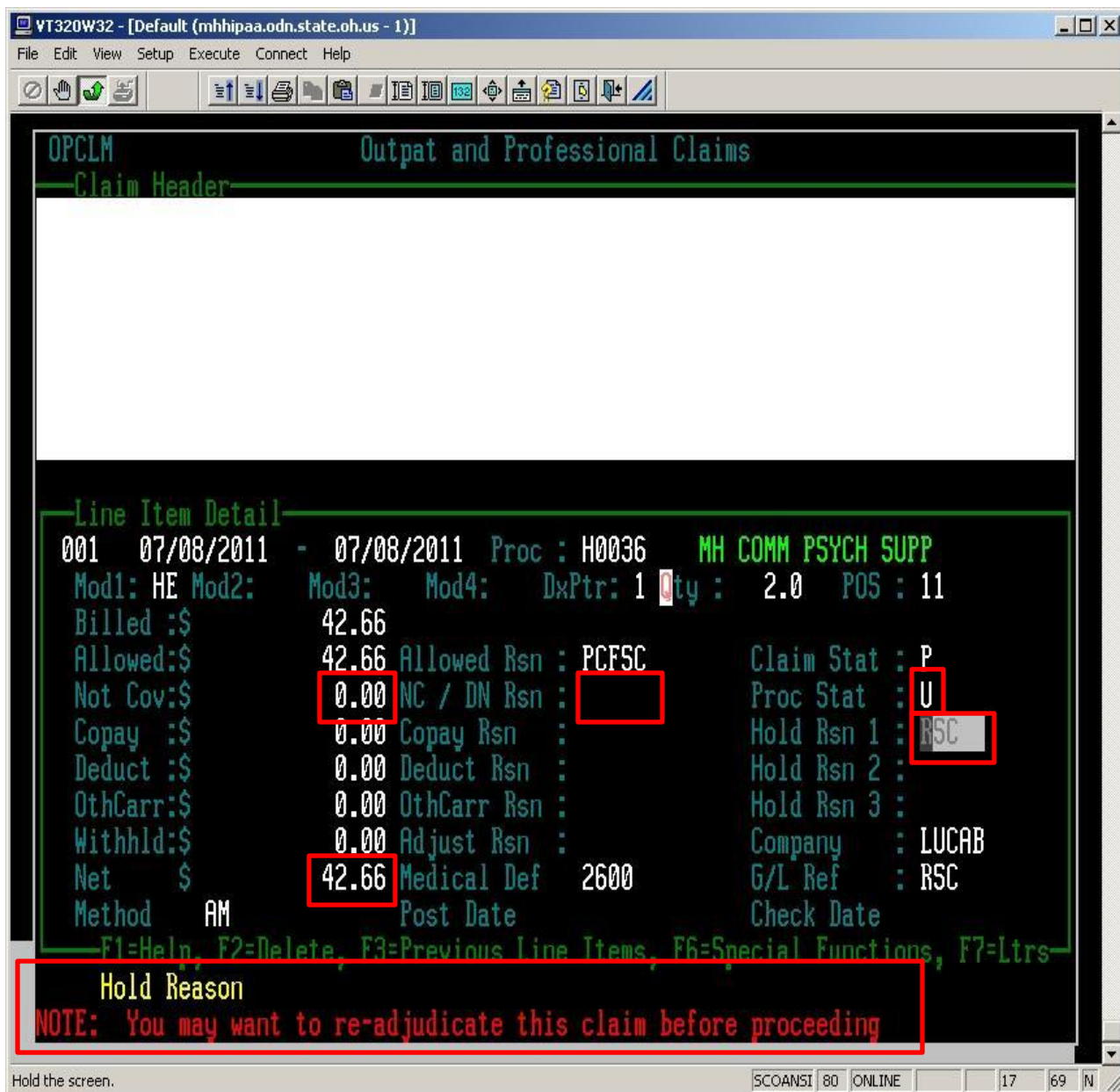


Figure 5 – RSC Claim Originally Denied Partially Updated as Payable by Board

DO NOT RE-ADJUDICATE!!!!

- 6) You should still be on the “Hold Rsn 1” field that currently contains “RSC”. Hit your space bar and the field will be cleared. Then hit your enter key to continue through the rest of the fields. You will eventually get to the “Update” prompt as shown in the following screen shot:

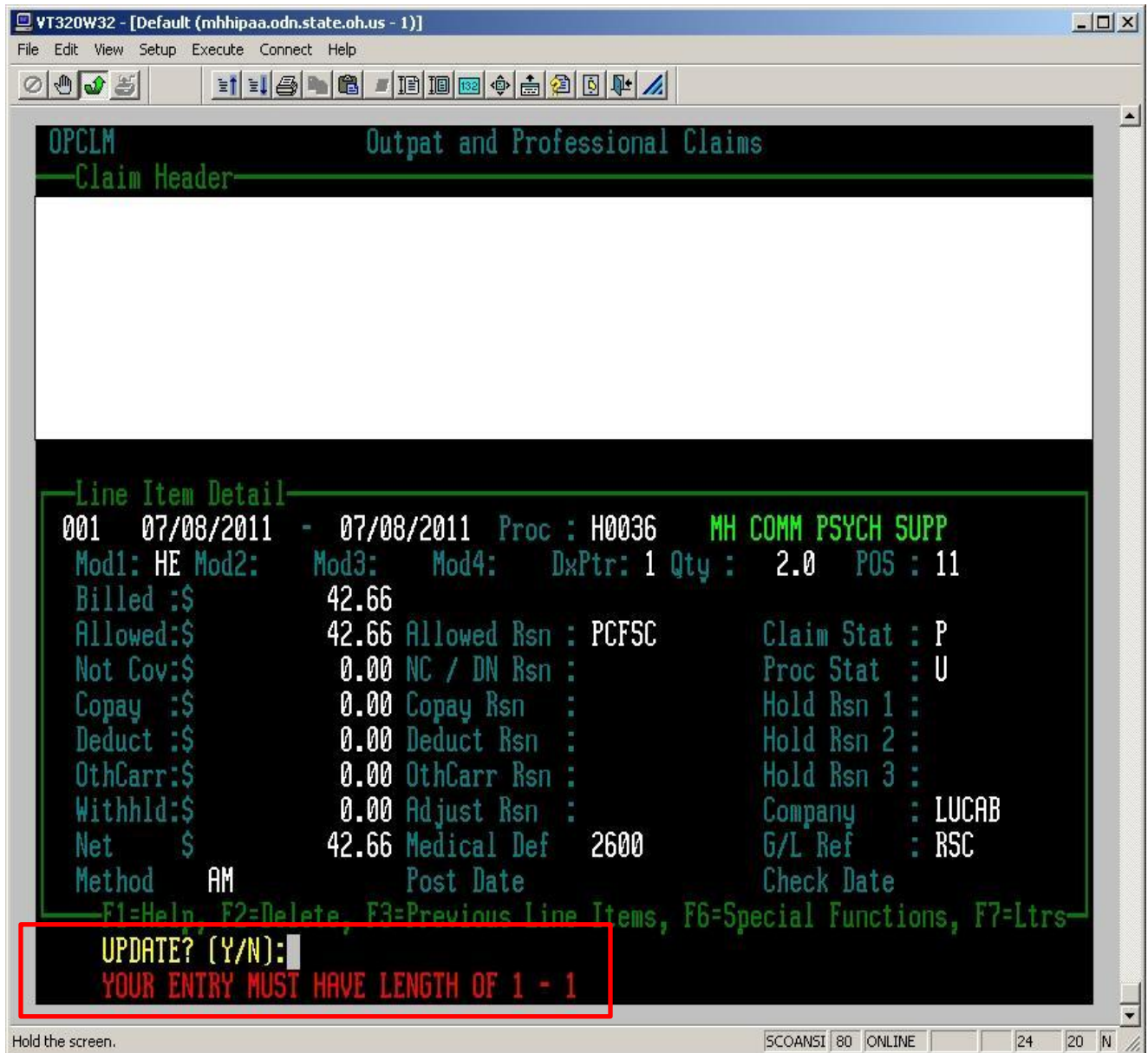


Figure 6 - RSC Claim Originally Denied and Now Paid by Board Fully Released Ready for Updating

You are finished. To check your work, re-access the 001 claim line and make sure it looks like the above screenshot, without the Update information at the bottom. The “Net” amount should be the amount you are paying, the “Allowed Rsn” should be anything other than “RSC” (in this example, we maintained the default “PCFSC”, the “NC / DN Rsn” field is blank, the “Claim Stat” is “P”, the “Proc Stat” is “U” and the “Hold Rsn 1” is blank. **Please be sure to NOT use the allowed reason code of “RSC” for these types of claims.**

There may be other ways to update/adjudicate RSC related claims but the above recommendations are based upon the natural “flow” of entering though all of the detail fields. Alternative methods are “at your own risk”.