

WELCOME!

FIRST COAST ADVANTAGE BILLING & CLAIMS



CLAIMS

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Claims Manager



NATIONAL PROVIDER IDENTIFIER (NPI)

- If a Provider registered their NPI with a taxonomy and zip then this information must be submitted to FCA on all EDI claims.



OBTAINING AND REGISTERING NPI NUMBER

- Web application via: <https://nppes.cms.hhs.gov>
- Allow an Electronic Interchange Organization (EFIO) to file on your behalf.
- Request and mail a paper application to the NPI Enumerator.
- 1-800-465-3203 or 1-800-692-2326 TTY
- customerservice@npienumerator.com



VERIFICATION OF NPI

Contact the Provider Inquiry Unit

1-800-289-7799

7:00am – 6:00pm, Monday – Friday

<http://floridamedicaid.acs-inc.com>



EDS ON NPI

NPI Notice – 9/1/2008

- As your organization works through any issues related to NPI (for example, claims that fail for EOB 1000), you continue to have the option to submit "Medicaid Provider ID" identifiers.
- This is an interim measure to avoid negatively impacting your organization's claim processing as you transition to the use of your NPI.
- Once NPI issues are resolved, it is advised that you transition fully to the use of your NPI for claim processing.



CLAIMS SUBMISSION

- Providers must submit their claims with the recipient's Original Medicaid ID Number or the claim will deny.
- EDI claims must be submitted with NPI or the claim will deny by FCA.
- EDI claims can be submitted with both NPI and Medicaid ID Numbers.



ELECTRONIC CLAIMS

- **Clean** electronic claims submitted to Apex by close of business on Monday should be submitted to the Fiscal Agent (EDS) by Wednesday of the same week.
- A **Clean Claim** is defined as a claim that contains no billing errors and can be processed as submitted.
 - ❑ For those claims that require authorization, the authorization must match the claim.



PAPER CLAIMS

- Providers are to submit paper claims on the appropriate claim forms following the guidelines stated in the Medicaid Handbooks located on the EDS website.
- Florida Medicaid still requires Treating Providers and Pay-to-Providers Medicaid ID numbers in the appropriate box with the 1D qualifier on all paper claims.



DME CLAIMS

- Procedure codes that require prior authorization and pricing **must be submitted on paper.**
- FCA has to attach the manual price sheet to the claim for EDS to process and pay.



SPLIT CLAIM

- Submit claims to FCA for only the days the member is eligible with FCA.
- FCA will not split claims. The entire claim will be denied back to the provider to split claim.



SECONDARY CLAIMS

- Secondary claims should be submitted on paper with the primary carrier EOB attached.



REFUNDS

- Refunds can be handled in two ways for medical and dental services:
 - ❑ Void can be done through the EDS web portal.
 - ❑ Refund check sent to EDS.



CLAIMS PROCESSING

- **PAYMENTS** – are made by EDS and will show on your Medicaid Remit.

- **ADJUSTMENTS** – should be sent to FCA according to current Medicaid policies.
 - ❑ The ICN number is required on all adjusted claims where a payment has been made.

- **VOIDS** – can be directly submitted to EDS through the EDS Web portal.



APPEALS

- You can find detailed instructions regarding BBA Exceptions, Timely Filing Appeals, or Retro Authorization Inquiries located on the FCA website under *Provider Information – Claims Overview*.
- www.firstcoastadvantage.com



EDS CONTACT INFORMATION

➤ Call Center Hours - Effective 03/02/2009

EDS call center hours are as follows:

❑ EDI Services

- ❖ 1-800-289-7799 Option 3
- ❖ 1-866-586-0961
- ❖ 8 AM until 5 PM EST.

❑ Provider Services Contact Center

- ❖ 1-800-289-7799 Option 7
- ❖ Monday - Friday 7 AM until 6 PM EST
- ❖ The Provider Contact Center will no longer be open on Saturdays.

- ❑ To access the automated self-service voice response system (AVRS), providers can call 1-800-239-7560.



EDS REPRESENTATIVE

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MEDICAID FISCAL AGENT EDS

- The EDS issues log is located on the EDS website on the main page under *Known Issues List* and on the FCA website under *Links*.
- A list of the current Denials or Edits are located on the FCA website under *Links*.



GENERAL Q&A – CONTACT INFORMATION

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