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
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
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
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

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<th>Code</th>
<th>Service Description</th>
<th>Code</th>
<th>Description</th>
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Thank You