

CORE Claims Team – Expense Deletion

Purpose:

Expense Deletion requests come from the provider to remove spenddown expenses for a claim that should not have been applied.

Identification of Roles:

Adjustment Examiner – Processes Expense Deletion requests

Operations Coordinator - Serves as a back-up for processing Expense Deletion requests

Operations Team Lead and Operations Manager – Monitors workload and ensures that work is completed in a timely manner

Performance Standards:

None

Path of Business Procedure:

Step 1: Expense Deletion request is received by fax from the provider

Step 2: Open file 17 (Medically Needy Sub-System) in the Medicaid Management Information System (MMIS)

Step 3: Find the Transaction Control Number (TCN) that needs deleted by using the State ID number and date of service

Step 4: Delete the expense from file 17

Step 5: Send notification

- a. Send a Expense Deletion Recoupment letter, via OnBase, to the Income Maintenance (IM) Worker
- b. For pharmacy claim Expense Deletions send an email to the Point of Sale (POS) unit so that the claim can be reversed from the POS system
 1. The email should contain the National Provider Identifier (NPI), State ID, Date of Service, National Drug Code (NDC), and the dollar amount.

Step 6: Complete the Expense Deletion in OnBase

- a. Enter keyword information for the document

Forms/Reports:

None

RFP References:

None

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
CORE

Interfaces:

Medicaid Provider Community
OnBase
MMIS

Attachments:

None