CORE- Mailroom Inventory Reporting

Purpose:

Inventory is a method of tracking the volume of claims that come into the Mailroom, the amount of claims being returned to the Provider, the daily upload of claims, and what is waiting to be processed. Also, it is a way of ensuring that the performance standards set for the Iowa Medicaid Enterprise (IME) Core Mailroom Team are being met.

Identification of Roles:

Operations Coordinator – gathers information and completes the Inventory spreadsheet

Quality Analyst, Operations Team Lead, and Operations Manager – operate as a backup for gathering information and completing the Inventory spreadsheet

Performance Standards:

Produce and provide to DHS all daily, weekly and monthly claims entry statistics reports within one (1) business day of production of the reports.

Path of Business Procedure:

Step 1: Locate the Inventory spreadsheet within the CORE folder

Step 2: Items on the current Inventory Spreadsheet

a. How many claims within each claim type waiting to be processed
b. How old the claims waiting to be processed are
c. How many claims were uploaded
d. How old the claims uploaded are
e. The average daily receipt of claims
f. How many claims and correspondence carried over to the next day to be scanned
g. How many items were carried over to the next day that are rescan items
h. The number of pages waiting to be manually classified
i. The number of documents that got rejected
j. The number of return to provider claims waiting to be processed
k. How old the return to provider claims waiting to be processed are

Step 3: Compiling Supporting Documentation

a. The number of claims waiting to be processed and how old they are is found in the Claim & DocIt Inventory Report within Transform Manager.

b. The number of claims uploaded comes from the Show Claim Age by Upload Date Range report within Transform Manager.
c. The age of the claims uploaded comes from the Oldest Julian by Upload Date Range report within Transform Manager.
d. The items that got carried over from the previous day to be scanned and rescanned are physically measured by the Operations Coordinator with a ruler.
e. The number of claims waiting to be manually classified also comes from the Claim & DocIt Inventory Report within Transform Manager.
f. The number of documents rejected comes from the Custom Reject Report and Classify Reject Report within Transform Manager. The two reports are added together.
g. The number of return to provider claims and how old the return to provider claims is comes from the return to provider queue within OnBase.

Step 4: Initials

a. Initial the bottom of the spreadsheet each day to indicate who filled it out.
b. A second person verifies the information entered into the spreadsheet is correct and also initials the bottom of the spreadsheet.

Forms/Reports:

Inventory Report – created daily
Claim & DocIt Inventory Report
Show Claim Age by Upload Date Range report
Oldest Julian by Upload Date Range report
Custom Reject Report
Classify Reject Report
Inventory Spreadsheet- daily

RFP References:

5.2.2.3.4.1.12, 5.2.3.4.1.17

Interfaces:

Transform Manager, OnBase

Attachments:

Inventory Spreadsheet (Page 1 of 2)

	1-Oct	4-Oct
Verification		
CMS-1500		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
UB		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
Dental		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
TMC		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
Part A crossover		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
Part B crossover		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
TOTAL BEGINNING INVENTORY	0	
TOTAL > 5 DAYS	0	0
% CLAIMS > 5 DAYS		

Inventory Spreadsheet (Page 2 of 2)

Rescan		
Inches of singles		
Inches of not singles		
Total estimated claims		
Oldest claim date to scan		
Inches of Correspondence		
Correspondence page volume	0	0
Oldest corr date to scan		
Scanning		
Inches of singles		
Inches of not singles		
Total estimated claims		
Oldest claim date to scan		
Inches of Correspondence		
Correspondence page volume	0	0
Oldest corr date to scan		
Classification		
Singles (actual)		
Not singles (pages)		
Estimated number of claims		
Oldest date to classify		
Number of pages in oldest date		
Rejects & RTP		
Previous day's rejects		
Estimated rejects to pull		
Oldest report run date		
Estimated RTP count		
Oldest claim date to return		
Age of oldest uploaded		
HCFA		
Part B Xover		
UB		
Part A Xover		
Dental		
TMC		
Total Daily Upload	0	0
Did inventory		
Verified inventory		