

## **Contingency Plan (Mailroom)**

### Multiple variations of the new Dental claim forms is being allowed

#### Manual sorting of claim types

Old forms and new forms cannot be combined and scanned together as different information is required from each form (NPI, Taxonomy, NDC, Area of oral cavity, Operating Physician, etc...). They must be identified and separated while the mail is being opened so that all appropriate information is picked up from the different forms. There has been a grace period to allow providers to submit both old and new forms through September 1, 2007

#### Scanning of claims

New claims and old claims cannot go through DocIt together, so they have to be scanned into individual scan forms. This has to be done even without having to accommodate NPI and Legacy.

There has been a grace period to allow providers to submit both old and new forms through September 1, 2007. Core will need to rescan claims that the providers correct and return back to us to process after September 1, 2007

#### Returning claims to providers (RTP's)

Claims will be returned to providers for placing the NPI on the old forms and placing the NPI and Legacy number in the wrong boxes on the new claim forms.

When providers are allowed to submit only new claim forms:

On September 1, 2007 the Core unit will need to create the letter, print the letter, and stuff the letter.

#### Other (volume of paper claims to increase)

The assumption is that providers are going to drop more claims to paper due to issues with not being able to bill NDC electronically, finding software that is ready to use NPI, and ability to find new claim forms.

### The Core unit will need to test the details of the final decisions associated with the contingency plan

**Contingency Plan (Claims)**

Operational Changes

Additional process and research time will be required to address claims during the contingency period.

**Contingency Plan (MMIS/OnBase)**

Additional programming to support the submission of either Provider ID  
Redefine edits for dual extension use  
ELVS/Web Portal changes. (Does not include EDI Group.)  
Incorporation of Billing Provider Index (PCA contingency)  
OnBase – Programming changes