

## **MEM-CL- Internal Adjustments Lock-in (LI)**

### **Purpose:**

Internal adjustment requests are submitted by the Lock- in Coordinator team, to adjust a previously paid claim that was paid in error.

### **Identification of Roles:**

**Lock-in (LI) Coordinator-** Review claims and will request an internal adjustment if any were paid or forced in error.

**Clinical Operations Manager** – Monitors internal adjustment process.

### **Performance Standards:**

NA

### **Path of Business Procedure:**

**Step 1:** Coordinator will review claims that are found to be paid in error.

**Step 2:** If a Lock-in claim was forced to pay in error, the LI Coordinator will submit a request in OnBase for an internal adjustment. Including the following information;

- a. Request Type: Recoupment
- b. Claim Type: Live
- c. Requesting Unit: Member Services
- d. TCN: TCN of the claim that we are submitting for recoupment
- e. Provider Number: Provider Number of provider we are submitting recoupment form
- f. State ID: Member's ID #
- g. Adjust/Recoup Reason: 20 – Claims Error
- h. In member box enter: Lock in Edit Forced in Error
- i. Click Save

**Step 3:** LI Coordinator will check the returned adjustment queue to make sure there were no error(s) with request.

- a. Incomplete or inaccurate internal adjustment requests are returned to the IME user through workflow

**Step 4:** LI Coordinator will document in C3 the internal adjustment request.

**Step 5:** The LI Coordinator will place information on the internal adjustment-tracking sheet located: \\Dhsime\memsrv\clinical\Lock-in\Internal Adjustment Request

**Step 6:** IME Core unit will complete request

**RFP References:**

NA

**Interfaces:**

MMIS

ONBASE

C3

**Attachments:**

**Credit/Adjustment Request**

Request Type:  Adjustment  Credit

Claim Type:  History  Live

Requesting Unit: [Redacted] ▼

TCN: [Text Box]

Provider Number: [Text Box]

NPI Number: [Text Box]

Provider Name: [Text Box]

State ID: [Text Box]

Adjust/Credit Reason: [Dropdown Menu] ▼

CCN: [Text Box]

User ID: [Redacted] [Text Box]

Comments: [Text Area] ▲ ▼

Adjusted TCN: [Text Box]

DCN: [Text Box] Contact Log #: [Text Box]