

PRV – Enrollment Debit Card vs EFT Process

Purpose:

The purpose of the procedure is to ensure provider files are set up with the correct payment method of an EFT or a Debit Card. An EFT payment method type is required when enrolling under a Tax ID number. A Debit card is only an option if an individual is doing business under a Social Security Number.

Identification of Roles:

Primary Role- The below procedure will be performed by the Provider Enrollment Unit lead.

Secondary Role- Enrollment Supervisor

Performance Standards:

N/A

Path of Business Procedure:

Step 1: The Enrollment Unit Lead or Supervisor reviews a daily report in OnBase-for debit cards being issued for the weekly payment cycle

- a. Open OnBase “Document Retrieval”
- b. Select under document type groups “COLD Reports”
- c. Select under document types “CR Provider”
- d. Enter report name- “IAMP1300-R001”
- e. Open MMIS provider master file 9
- f. Check each legacy number on report to ensure that the correct payment method of EFT or Debit Card is set
- g. If an incorrect payment method of a Debit Card has been set up, update the provider master file with correct payment method of EFT.
- h. If unable to enter correct payment method of EFT due to missing information, place provider file on full hold and contact provider to request required documentation.
- i. Place a note on the report with any actions taken
- j. If no actions were needed move to step 2

Step 2: The Enrollment Unit Lead or Supervisor reviews a daily report in OnBase-for the previous day’s test payment for checks being issued for the current payment cycle

- a. Open OnBase “Document Retrieval”
- b. Select under document type groups “COLD Reports”
- c. Select under document types “CR Test Payment”
- d. Enter report name- “TAMC7500-R002”

- e. Check report under provider type. If other than a 97 or 98 provider type appears on the report move to next step (f)
- f. Check legacy number from report to ensure correct payment method of EFT or Debit Card is set
- g. If incorrect update file with correct payment method.
- h. If unable to enter correct payment method of EFT due to missing information place provider file on full hold and contact provider for required EFT form.
- i. Place a note on the report with any actions taken
- j. If no actions were needed move to step 3

Step 3: The Enrollment Unit Lead or Supervisor reviews a daily report in OnBase- for claims suspended for no payment method or incorrect payment method

- a. Open OnBase “Document Retrieval”
- b. Select under document type groups “COLD Reports”
- c. Select under document types “CR Claims Process”
- d. Enter report name- “IAMC6500-R017”
- e. Search report –right click on report –select text search edit “695-3” (Edit 695 post (Debit card suspend edit) when the pay to provider is a Tax ID and payment method other than EFT)
- f. If none found no action needed
- g. If claim (s) found with edit 695- research provider file and update with correct payment method of a debit card or EFT. When provider file is updated the claim will automatically recycle for processing. If unable to update, claim will stay suspended until payment method of a debit card or EFT is entered into the provider file
- h. If unable to update for missing payment method of an EFT, contact provider for required documentation

Forms/Reports:

Provider Report- IAMP1300-R001

Test Payment- TAMC7500-R002

Claim Process- IAMC6500-R017

RFP References:

N/A

Interfaces:

N/A

Attachments:

N/A