

REV - Returned Warrants Procedure

Purpose:

Revenue Collections manages Returned Warrants that are returned to the IME. These are checks issued by Iowa Medicaid Enterprise to providers or individuals that are returned because there was no such provider at the address indicated, the check was not deposited before the expiration date (stale-dated), mailed to incorrect address, provider returned due to duplicate payment, Third Party Liability (TPL) paid, incorrect paid amount, product returned, or incorrect payee listed. The Returned Warrant is scanned into the OnBase system and: (1) an adjustment is made into the Medicaid Management Information Systems (MMIS) database to credit IME with the check amount or (2) the check is returned to the provider after the address is updated in MMIS.

Identification of Roles:

IME CORE: Scans documents to OnBase, credits claim in MMIS once Revenue Collections sends adjustment request.

IME Revenue Collections: Indexes the Returned Warrant to the proper queue and keywords the document. Creates OnBase adjustment request. Revenue Collections Posting Specialist will have the Returned Warrant pulled from the safe and mailed to provider. Stale-dated Returned Warrants are pulled from the safe by a Revenue Collections representative and given to Provider Services for processing and destruction.

IME Provider Services: updates the provider's address in File No. 9 of the MMIS system, processing and destruction of Stale Dated Returned Warrants.

Fiscal Management: Gives approval of adjustments for hand written Returned Warrants.

Performance Standards: Daily, and as needed.

Path of Business Procedure:

- Step 1:** An Adjustment Request is created in OnBase to instruct Core on how to credit the most current claim in MMIS. If it is a TPL reimbursement, a history credit adjustment will be requested. (**Note:** If Revenue Collections receives a hand-written Returned Warrant, no adjustment should be performed without first contacting Fiscal Management for approval). In order to process an Adjustment Request the following occurs:
- Step 2:** A Returned Warrant is indexed by classification. These classifications determine how the Returned Warrant will be processed. Revenue Collections OnBase Operator views the Returned Warrants, keywords and indexes the Returned Warrants into OnBase. The OnBase Operator indexes the Returned Warrants with the following classifications.
- a) Classification 25, denotes an RCF Returned Warrant.
 - b) Classification 19, denotes a Returned Warrant or a Voided Returned Warrant.
- Step 3:** After the Returned Warrants are keyworded and indexed, they will drop into one of the corresponding queues listed below based upon the issue date and status of the Returned Warrant.
- a) **CHK02 – Returned Warrant L.C.:** This queue is the initial phase of processing for the Returned Warrants
 - b) **CHK02 – Possible Duplicate:** This queue holds Returned Warrants identified by OnBase as possible duplicates created when Returned Warrants were scanned.
 - c) **CHK02 – 0 To 60:** This queue holds only Returned Warrants, **not RCF's**, that have been indexed by the OnBase Operator and have been received by the IME within 60 days from issue date of Returned Warrant. Returned Warrants in this queue do not get adjusted.
 - d) **CHK02 – 60 To 150:** This queue holds Returned Warrants that have been indexed by the OnBase Operator and are received by the IME within 60 to 150 days of check issue date. The Posting Specialist verifies that the Returned Warrant is not going to be returned to provider and takes off spreadsheet.
 - e) **CHK02 – 150 To 180:** If a Returned Warrant has not been re-sent to provider within the 60 to 150 days from issue date of Returned Warrant, it will drop into this queue to be adjusted and deposited by Revenue Collections. The Posting Specialist verifies that Returned Warrant is not going to be returned to provider and takes it off the spreadsheet.

- f) **CHK02 – 180+:** This queue holds Returned Warrants that have aged 180+ days since the original Returned Warrant issue dates. Provider Services is responsible for processing these Returned Warrants.
- g) **CHK02 – RCF RETURNED CHECKS:** RCF Returned Warrants are automatically routed to this queue upon receipt by the IME for immediate adjustment and deposit unless it is stale dated.
- h) **CHK02 – DEPOSIT:** This queue holds Returned Warrants that have been adjusted and are to be deposited.
- i) **CHK02 – RETURNED CHECK:** This queue holds Returned Warrants that have been returned to the provider. The Return Warrants are pulled from the safe and re-mailed by Revenue Collections to the provider.
- j) **CHK02 – COMPLETED DEPOSIT:** This queue holds Returned Warrants that have been indexed, adjusted and deposited by Revenue Collections.
- k) **CHK02 – STALE CHECK:** This queue holds all Returned Warrants that have aged past the valid date (180 days past issue date). This queue is worked by Provider Services. This queue is different from the 180+ queue. These are Returned Warrants received by IME that have passed the 180+ issue date of Returned Warrant.
- l) **CHK02 – HOLD FOR POS:** This queue holds Returned Warrants that require review from the Point of Sale (POS) Unit at the IME. These Returned Warrants are issued to pharmacies.
- m) **CHK02 – VOIDED CHECKS:** This queue holds Returned Warrants that have been marked “Void” by provider and Returned Warrants that have had “Stop Payment” placed on them by Hoover Fiscal Management.
- n) **CHK02 – COMPLETED VOIDED CHECKS:** This queue holds Returned Warrants that have been completed from the Voided Checks queue.

Step 4: Revenue Collections Adjustment staff maintains an electronic spreadsheet listing all Returned Warrants older than 60 days from issue date of Returned Warrant. This spreadsheet notes status of Returned Warrants.

Step 5: Revenue Collections Adjustment staff contacts providers once the Returned Warrant drops into the 60 to 150 days queue to confirm that the provider’s address on the Returned Warrant is the provider’s correct address. If the Posting Specialist verifies that the provider has a different address than what is on the Returned Warrant, a form is faxed to the provider requesting that they complete a change of address form and return to Provider Services. After Provider Services updates the provider’s address in File No. 9 of the MMIS system, the Posting Specialist will have the Returned Warrant pulled from the safe and mailed to provider.

Step 6: After receipt of Returned Warrants that have been marked “Void” by provider, or appears on the “Stop Payment List” found on the IME Universal Drive under the Revenue Collections Folder, the Returned Warrant is indexed as “Void”, adjustment requests are performed immediately and the Returned Warrant is sent to Hoover Fiscal Management.

Step 7: Stale-dated Returned Warrants are pulled from the safe by a Revenue Collections representative and given to Provider Services for processing and destruction.

Step 8: If the Credit Adjustments for Returned Warrants includes a 3% increase, the following will occur: **Example (1):** If the original claim in MMIS was for \$100.00 and there is a new claim for \$103, and the provider only returned the \$100.00 check, adjustment **(a)** is performed. **Example (2):** If the original claim in MMIS was for \$200.00 and there is a new claim in MMIS for \$206.00, and the provider only returned the \$6.00 check, adjustment **(b)** is performed:

a) The Posting Specialist will perform a history adjustment to manually price the claim so the new reimbursement amount would be \$3.00. This type of history adjustment requires manually pricing each line on the claim separately. If the provider later returns the \$3.00 check, a history credit for \$3.00 would be performed, and the provider could still resubmit the claim.

b) The Posting Specialist will do a history adjustment to manually price the claim so the new reimbursement amount would be \$200.00. This type of history adjustment also requires manually pricing each line on the claim separately. If the provider later returns the \$200.00 check, a history credit for \$200.00 would be performed, and the provider could still resubmit the claim.

All Uniform Billing (UB) outpatient and inpatient claims will have to be performed the original way. The Posting Specialist will perform a live gross take back for the entire claim (minus the amount of the Returned Warrant received) and perform a history credit to the claim.

Step 9: A selection of 3% of adjustments is pulled randomly per worker in OnBase. The auditor will then go to the Q.A. Queue in OnBase and work through adjustment to check for any errors. If any errors are found, the auditor will fill out an Adjustment Audit Form for the Posting Specialist to review and make any corrections that are needed.

- a. The auditor will go to Q.A. Queue in OnBase and work a percentage of the daily work that is dropped into the queue for the Posting Specialist staff.
- b. The auditor will work up the adjustments for each check to ensure the accuracy of the adjustment. Any discrepancies found will be brought to the attention the Posting Specialist. If additional training is needed, it is the responsibility of the auditor to meet with the individual.
- c. If any errors are found, it is the responsibility of the Posting Specialist to correct these errors. Once corrected, they will bring the Adjustment Audit Form back to the auditor. The auditor will then review to ensure that the adjustment is correct.
- d. Errors will be tracked on an individual basis and results will be provided to the Unit Leader on a weekly and monthly basis.

Note: Additional instructions for archive retrieval process and archive document purging can be found in the attachment section (page 9-12) of this document. These processes are only done on an occasional basis.

Step 10: Auditing returned warrants (for management only)

- a) Open OnBase
- b) Go to the Workflow
- c) Select the Check- 02 Returned Warrants Queues
- d) Review that the "returned warrants" main queue is 0, which means all documents have been indexed.
- e) Queues that need to be audited are RCF, 0-60, 60-150, 150-180 and 180 plus should also be reviewed, even though the majority of times there will not be items placed in these queues.
- f) Review the arrival time; audit all items for that date. Note: RCF checks have a 24-hour turnaround time.
- g) Review the audit form (see below) and verify that the information is correct by comparing the check to the E-Form.
- h) If there are errors, note them and provide to the representative to correct them, and follow up to ensure they are corrected. (Please note that the representative can correct all items with the exception of the "Status"). The Team Lead or Operations Manager will need to make that change.
- i) If the item is in the Log Adjustment Queue and a correction needs to be made an email needs to be sent to the IME CORE Helpdesk.
- j) Provide feedback to Account manager as needed. Complete the representatives audit scorecard with the totals.

Forms / Reports:

Returned Warrant - A check issued to a Residential Care Facility (RCF) is identical in form to the example above; however, there is no Remittance Advice attached.

OnBase Client (OBProd) - [2006121 - Check - 10856002 - COMPLETED]

File Document User Workflow Window Help

THIS DOCUMENT HAS A BLUE SECURITY BACKGROUND, NOT A WHITE BACKGROUND, AND MICROPRINTED SIGNATURE LINE.

Medicaid Enterprise
Iowa Medicaid Enterprise
P.O. Box 38450
Des Moines, IA 50315-0315

MEDICAID PAYMENT

2837647 0164849
88322
414
VOID AFTER ONE MONTH FROM DATE OF ISSUE

*****141 DOLLARS AND 15 CENTS

DATE
04/24/08

AMOUNT
*****141.15

FAY TO THE ORDER OF
JAMES D KING DO
SUITE 300
3801 MARQUETTE
DAVENPORT IA 52806

Web Copy Bank, IA

Kevin W. Cummings
AUTHORIZED SIGNATURE

⑈0164849⑈ ⑈04203824⑈ 9600054517⑈

THIS CHECK PAPER CONTAINS VISIBLE FIBERS AND A DIAMOND WATERMARK - DO NOT ACCEPT WITHOUT EITHER - HOLD TO LIGHT TO VERIFY WATERMARK

Check... 0 Note(s) 0 Highlight(s) Page 2 9 Page(s)

Tasks
Reinsert Check
Completed Work

Remittance Advice Attached to Returned Warrant

OnBase Client (OBProd) - [2006121 - Check - 10856002 - COMPLETED]

File Document User Workflow Window Help

061212 17256
 04/21/08
 ALN DATE 04/21/08

IOWA DEPARTMENT OF HUMAN SERVICES
 MEDICAID MANAGEMENT INFORMATION SYSTEM

REMITTANCE A D V I S E

TO: JAMES D KING DO R.A. NO.: 2807847 WARR NO.: 0106848 DATE PAID: 04/24/08 PROV. NUMBER: 0109045 PAGE: 1

PATIENT / LAET	RECEIPT NUM	TRANS CONTROL NUMBER / TIME SIG-DATE PROC MSDB	UNITS	MOARE PAID ANT	MOARE APPRD	DEDUCT TBL	COINS. AMT.	DDPAY	MCAD PAID ANT	MSD PCD NUM / PER-COV. \$ FOR KOB	
ORIGINAL CLAIMS:											
M		3-08101-00-801-0014-44		0.00	48.78	48.78	0.00	1.00	47.78	HARNECOO 188	
	01	09/08/08 28013	1	0.00	48.78	48.78	0.00	1.00	47.78	X	
L		2-08101-00-801-0014-45		48.88	89.33	0.00	9.78	1.00	8.78	HEMIDOOO 188	
	01	08/08/08 28013	1	33.04	48.16	0.00	9.78	1.00	8.78	X	
	02	08/04/08 81002	1	3.87	3.87	0.00	0.00	0.00	0.00	X	
B		3-08108-00-801-0009-TA		88.01	48.78	0.00	8.78	1.00	8.78	MESRECOO 188	
	01	08/10/08 28218	1	38.04	48.78	0.00	8.78	1.00	8.78	X	
R		3-08108-00-801-0009-TA		38.01	48.78	0.00	9.78	1.00	8.78	PUNRACOO 188	
	01	08/10/08 28213	1	38.01	48.78	0.00	9.78	1.00	8.78	X	
M		4-08101-00-801-0013-88		38.83	32.28	0.00	6.48	0.00	6.48	SEHRECOO 188	
	01	01/08/08 28207	1	38.83	32.28	0.00	6.48	0.00	6.48	X	
D		3-08108-00-801-0009-D8		0.00	48.78	48.78	0.00	1.00	47.78	STICKOOO 188	
	01	09/08/08 28213	1	0.00	48.78	48.78	0.00	1.00	47.78	X	
K		2-08101-00-801-0018-81		28.83	32.28	0.00	6.48	0.00	6.48	WRIBLOOO 188	
	01	09/09/08 28807	1	28.83	32.28	0.00	6.48	0.00	6.48	X	
K		2-08101-00-801-0018-82		28.83	32.28	0.00	6.48	0.00	6.48	WRIBLOOO 188	
	01	01/08/08 28807	1	28.83	32.28	0.00	6.48	0.00	6.48	X	
B CLAIMS - THIS CLAIM TYPE / CLAIM STATUS. TOTAL				188.08	344.24	97.98	49.88	8.00	141.18		

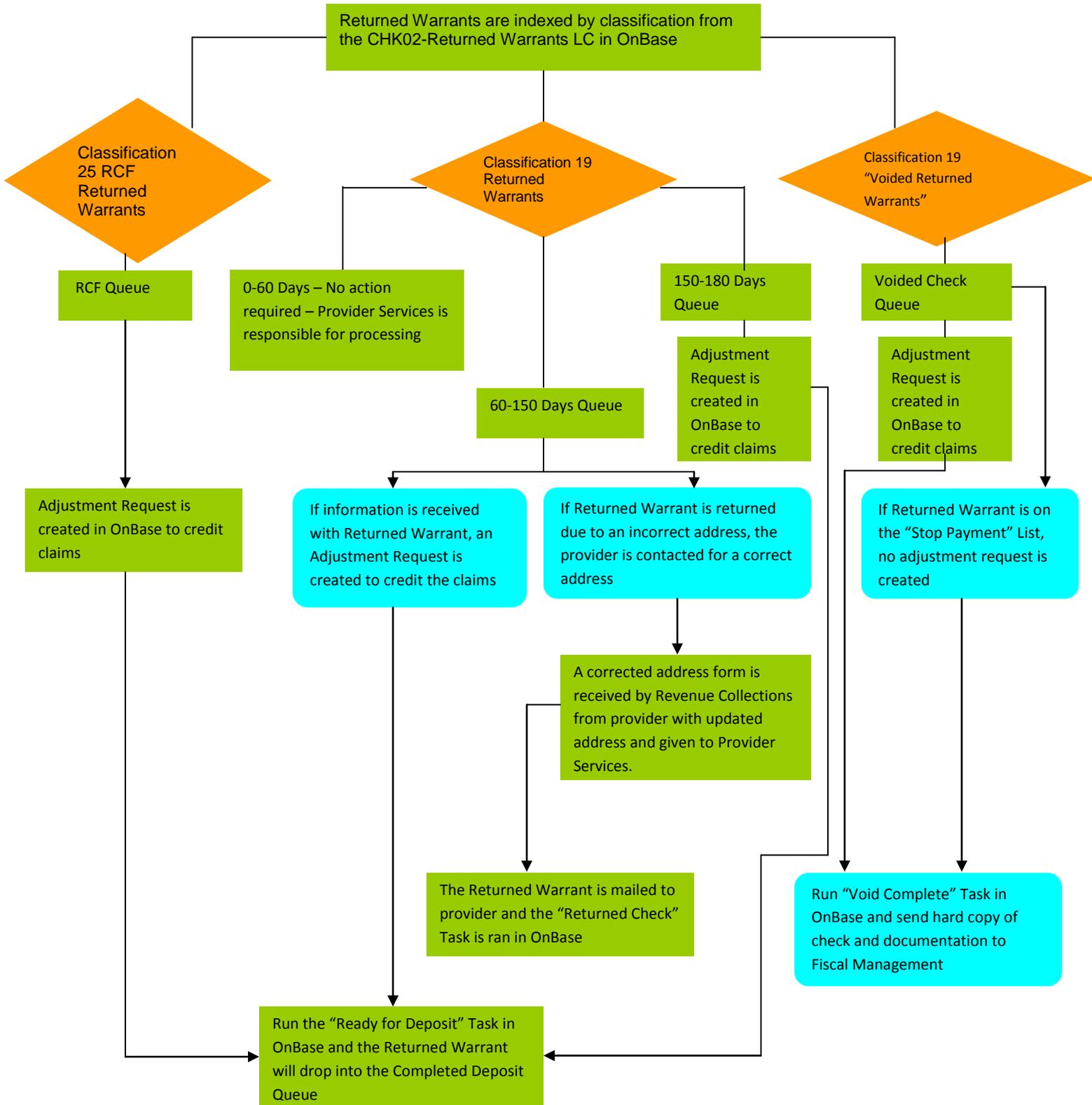
Tasks

 Reinsert Check

 Completed Work

Check... 0 Note(s) 0 Highlight(s) Page 6 9 Page(s)

Returned Warrants Flowchart

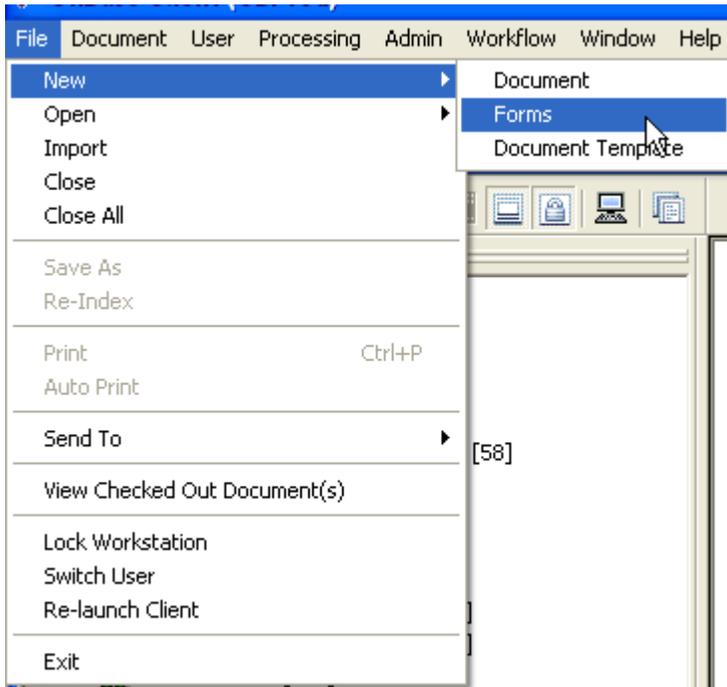


RFP References: N/A

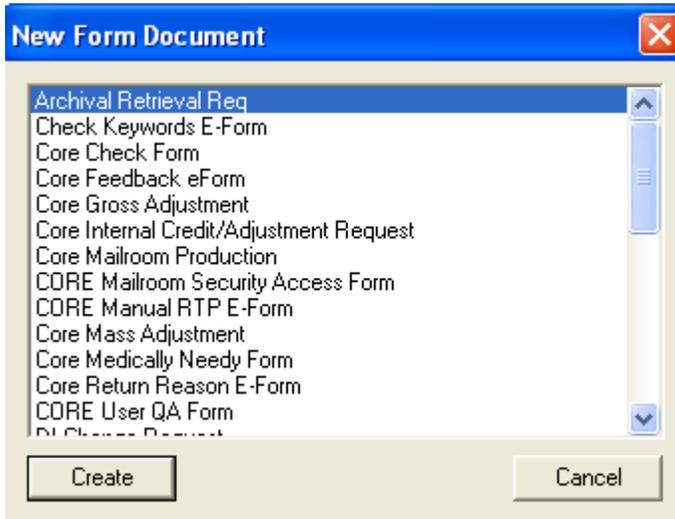
Interfaces: CORE

Attachments:

Archive Retrieval Request Procedures: Use the following steps to request a document to be pulled from the archive room. In OnBase select FILE, NEW, and FORMS.



Then select ARCHIVAL RETRIEVAL REQ.



The following document will appear for you to complete:

DOCUMENT RETRIEVAL REQUEST (ARCHIVE)							
Archive Box Number	Imprinter Number(s)		Requestor	DCN	Unit	Reason	Date
	Start	End					
			CORELITTLE		CORE		3/19/2009
						
						
						
						
						
						
						
						
						

The **Archive Box Number** is found in the yellow keywords box that is on the document you want to receive. It consists of 8 numeric characters.

The **“START” imprinter number** is the imprinter number on the very first page of the document. The imprinter number is found on the document itself. The imprinter number on a claim will look different than the imprinter number on a piece of correspondence. The imprinter number on a claim consists of 11 numeric characters. The imprinter number on a piece of correspondence consists of the 9 numeric characters following the word “batch”.

-Claim i.e. 090702 01534

-Correspondence i.e. Batch 000451238

The “**END**” **imprinter number** is the imprinter number on the very last page of the document.

9 characters (when requesting a claim) or 11 characters (when requesting correspondence) must be used in both the “start” AND “end” imprinter number fields. We (the mailroom) cannot send you just one page out of the document. All pages within the DCN must be kept together. We know it is sometimes hard to read the imprinter number. The first imprinter number on claims can be found by right clicking on the document you want to have pulled and selecting “keywords”. Scroll down to the DIN. This is the imprinter number on the first page of the document. You will not be able to get the DIN on correspondence documents though. Try to read the imprinter number on the document the best you can. You can sometimes read the imprinter number easier on one of the attachments. The imprinter numbers within the document are in numerical order. Please attempt to read one of the imprinter numbers on the attachments to try and figure out what the number is on the first page.

The **Requestor** automatically populates with the person’s name that is completing the archive retrieval request form. No action is needed.

The **DCN** is found in the yellow keywords box that is on the document you want to receive.

The **Unit** automatically populates. The Unit is associated with the person that is completing the archive retrieval request. This is the unit that the document will be returned back to once it is pulled.

The **Reason** field should be completed by the person making the request. Give a brief reason as to why the document has to be pulled.

The **Date** field automatically populates with the date that the archive retrieval request is being submitted.

Click **SUBMIT** at the bottom of the form once it has been completely filled out.

NOTE: Archive retrieval requests are printed every morning for the previous day’s requests. These documents are pulled the same day the request(s) is printed. These documents are then routed to the individual units via internal route. The unit will receive them either the same day that they are pulled or on the first internal route the next morning.

Purging of Archived Documents: Archived documents are kept for 30 – 65 days. This all depends on the amount of room available in the archive room. We keep the current months documents in addition to the previous month's documents. An e-mail is sent to all IME Account Managers and IME Unit Managers 3 – 4 days prior to the day documents get purged. This is done at the beginning of every month. The e-mail identifies what documents are going to be purged and on what day.

Acronyms:

DHS: Department of Human Services

TCN: Transaction Control Number

DCN: Document Control Number

CCN: Cash Control Number

DOS: Date of Service

MCD: Medicaid

RSN: Reason

MMIS: Medicaid Management Information System

CB: Credit Balance Spreadsheet

AR: Accounts Receivable Spreadsheet

SURS: Surveillance Utilization Review Unit

DIA: Department for Internal Audit Unit

Legacy No.: Provider Medicaid ID Number

NPI: National Provider Identification Number

R.A.'S: Remittance Advice

Returned Warrant: A check issued by Iowa Medicaid Enterprise to a provider for reimbursement of claims that was undeliverable and returned to the IME.

Cancelled Returned Warrants: A check issued by Iowa Medicaid Enterprise to a provider that either had a stop payment placed on the check by Fiscal Management or "void" was marked on the face of the check.