

## REV – SSA Report Procedure

### Purpose:

The purpose of SSA report, S474T207, is to obtain and authenticate third party liability coverage of a Medicaid member to cost avoid claims submitted to the Iowa Medicaid Enterprise (IME) where third party liability exists for a Medicaid member. Revenue Collections has the responsibility to keep the Medical Management Information Systems (MMIS) Third Party Liability (TPL) Resource File updated to determine the payment and denials of all Medicaid claims involving members who have another primary insurance.

### Identification of Roles:

#### IME CORE:

IME CORE Unit e-mails SSA report, S474T207, to Revenue Collections TPL Teamleads and Account Manager.

#### IME Revenue Collections:

SSA reports are moved out of e-mail and saved onto Revenue Collection IME Universal share.

### Performance Standards: Daily

**Step 1:** SSA report, S474T207, is received by Revenue Collections Teamleads and Account Manager via e-mail from IME OnBase.

**Step 2:** The Teamleads sort the report eliminating duplicates, and those members that do not have insurance listed.

**Step 3:** The modified SSA report is sent to the Revenue Collections Universal Share Drive to a folder called, TPL Reference. Within the TPL Reference folder are subfolders for each verification specialist. Each verification specialist folder has a subfolder marked SSA spreadsheet.

**Step 4:** The verification specialist work the SSA spreadsheet related to the TPL activity reported on the SSA report. Verifications are completed in various ways with the insurance carrier. This includes utilizing a carrier's website, calling the customer service staff or faxing the request. In all cases our verifiers are requesting:

- A) Unique Policy Number
- B) Effective Date
- C) Termination date (if any)
- D) Coverage types such as Medical, Dental, Vision, Pharmacy etc.

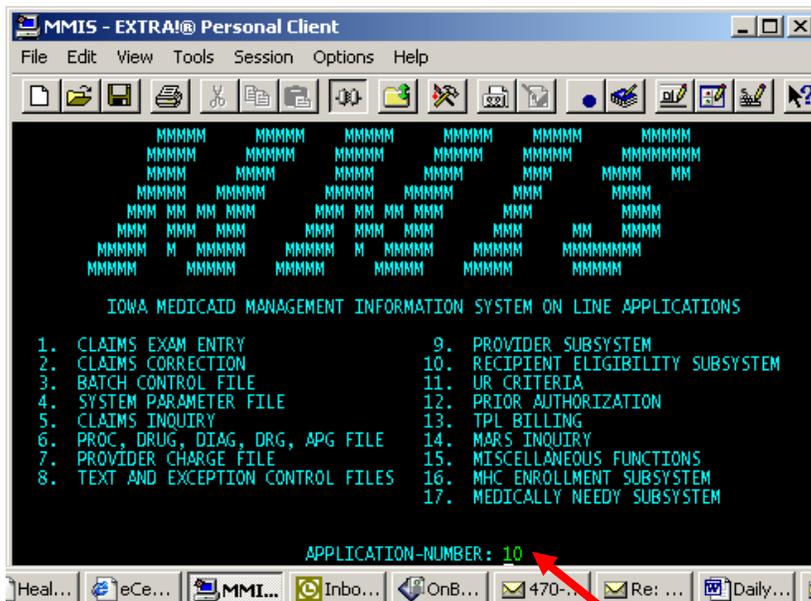
- E) Group number
- F) Claims address

**Step 5:** When the SSA report has been completed, the verification specialist will e-mail the Teamlead.

**Step 6:** The Teamlead will review the verification specialist work for quality assurance.

## Forms/Reports:

### Adding TPL Coverage or Changing Termination Dates in the MMIS TPL Resource File.



- a) From the main MMIS screen, select option #10, Member Eligibility Subsystem.
- b) Under TPL Resource File type:
  - 1) Action Code: C (Change)
  - 2) Action Code: A (Add)
  - 3) Member ID: The member State Medicaid ID.
- c) Press Enter.
- d) If policy is being added, enter "2" in the VER-IND Field and populate screen with verified policy information.

```
MMIS-EXTRA Personal Client
12/06/07          TPL RESOURCE DISPLAY SCREEN          CHANGE
RECIP ID:          SSN:          SEX: M
NAME:
PGM: 645          COUNTY: 19  LAST-TRANS: 112907      DEATH:
                                     BIRTH:          USER: 999
----- THIRD PARTY LIABILITY -----
+ VER-IND: 2 VERIFIED Y DT-ADD: 112907  ONL-UPD: 112907  USER: 999
DATE-POL-VERIFIED: 112907  1ST-CORRES-SENT:          BATCH-UPDATED: 112907
POL-NUM:
COV-BEGIN: 062302  COV-END: 123106          CARRIER: H04616          RETRO:
COVER-TYPE: 06 19          RELATION:          BLUE CROSS/BLUE SHIELD OF IL
HIPP: I          POL-TYPE: 4  CASE:          DO NOT USE
POLICY HOLDER  SSN:          300 E. RANDOLPH
NAME:          CHICAGO          IL 606015099
                                     (800) 516-1268
GROUP NUMBER:          AB PARENT:          AB PARENT SSN:
GROUP NAME && ADDRESS  AB PARENT NAME:
                                     ABSENT PARENT ADDRESS:

COMMENTS:

:00.1          22/56
Copyright © 1998-2010 by First Data Financial Corporation
```

- To update carrier policy information, first find the applicable screen. In many cases a member will have multiple TPL screens and the verifier must use the F1 key to scroll until the correct TPL screen is located.
- Tab to all pertinent fields adding the updated information.
- Once the TPL screen has been modified tab to the Comments section and make a note of the date the file was modified, "VER" = verified, then active or termed, whether verified by website, customer service representative or fax, then add verifiers initials.

**Note:** When entering or changing any information in the TPL file Revenue Collections will add the relation code if it is blank. This includes Termed policies.

- 1: Self
- 2: Absent Parent
- 3: Step- Parent
- 4: Parent
- 5: Spouse
- 6: Brother/ Sister
- 7: Aunt/ Uncle
- 8: Grandparent
- 9: Legal- Guardian

### **Termination – Older Coverage**

1. Term date – If a policy termed over 3 years ago, and the exact term date cannot be easily identified, term it to 3 years and 1 day ago.

**RFP References: N/A**

**Interfaces: N/A**

**Attachments: N/A**

### **Acronyms:**

TPL – Third Party Liability

IME – Iowa Medicaid Enterprise

MMIS – Medicaid Management Information System