Commonwealth of Kentucky
KY Medicaid

Provider Billing Instructions for
Psychiatric Residential Treatment Facility Services and PRTF2
Provider Type – 04, 05

Version 6.4

July 30, 2025

Document Change Log

Version	Date	Name	Comments
1.0	10/26/2005	HP Enterprise Services	Initial creation of DRAFT Psychiatric Residential Treatment Facility – PT04.
1.1	12/12/2005	HP Enterprise Services	Incorporate revisions from Commonwealth.
1.2	01/18/2006	HP Enterprise Services	Replace Provider Rep list with current list.
1.3	02/02/2006	Carolyn Stearman	Updated with revisions requested by DMS.
1.4	04/13/2006	Lize Deane	Updated with revisions requested by Commonwealth.
1.5	06/8/2006	Tammy Delk	Updated with revisions requested by Commonwealth.
1.6	09/18/2006	Ann Murray	Replaces Provider Representative table.
1.7	10/27/2006	Ron Chandler	Insert new UB-04 claim form and descriptors.
1.8	11/14/2006	Lize Deane	Revisions made according to comment log.
1.9	11/15/2006	Lize Deane	Insert UB-04 with NPI.
2.0	01/03/2007	Ann Murray	Updated with revisions requested by Stayce Towles.
2.1	01/30/2007	Ann Murray	Updated with revisions requested during walkthrough. v2.2 – 2.4 are actually the same as revisions were made back-to-back and no publication would have been made.
2.2	02/15/2007	Ann Murray	Updated Appendix B, KY Medicaid card and ICN.
2.3	02/21/2007	Ann Murray	Replaced Provider Rep table.
2.4	02/23/2007	Ann Murray	Revised according comment log Walkthrough. v2.2 – 2.4 are actually the same as revisions were made back-to-back and no publication would have been made.
2.5	05/03/2007	Ann Murray	Updated and added claim forms and descriptors.
2.6	05/19/2008	Cathy Hill	Inserted revised provider rep list and presumptive eligibility per Stayce Towles.

Version	Date	Name	Comments
2.7	05/20/2008	Cathy Hill	Made revisions requested by Stayce Towles. v2.6 – 2.7 are actually the same as revisions were made back-to-back and no publication would have been made.
2.8	03/09/2009	Cathy Hill	Made changes from KYHealth Choices to KY Medicaid per Stayce Towles.
2.9	03/11/2009	Cathy Hill	Revised contact info from First Health to Dept for Medicaid Services per Stayce Towles
3.0	03/30/2009	Ann Murray	Made global changes per DMS request. v2.8 – 3.0 are actually the same as revisions were made back-to-back and no publication would have been made.
3.1	09/08/2009	Ann Murray	Replaced Provider Rep list.
3.2	10/21/2009	Ron Chandler	Replaced all instances of "EDS" with "HP Enterprise Services".
3.3	11/10/2009	Ann Murray	Replaced all instances of @eds.com with @hp.com. Removed HIPAA section. v3.2 – 3.3 are actually the same as revisions were made back-to-back and no publication would have been made.
3.4	3/8/2010	Ron Chandler	Inserted new provider rep list.
3.5	11/18/2010	Patti George Ron Chandler	Revised per Patti George paper document with markup.
3.6	01/18/2011	Ann Murray	Updated global sections. v3.5 – 3.6 are actually the same as revisions were made back-to-back and no publication would have been made.
3.7	07/12/2011	Patti George	Added Discharge Status 21 per CO 13326.
3.8	02/08/2012	Stayce Towles Ann Murray	Updated provider rep listing. DMS Approved 02/14/2012, John Hoffman.
3.9	02/22/2012	Brenda Orberson Ann Murray	Global updates made to remove all references to KenPAC and Lockin. DMS Approved 03/09/2012, John Hoffman.
4.0	04/05/2012	Stayce Towles Ann Murray	Updated provider rep listing. DMS Approved 04/11/2012, John Hoffman.

Version	Date	Name	Comments
4.1	08/30/2012	Stayce Towles Patti George	Replace Provider Inquiry form with new form approved by John Hoffman on 08/30/2012.
4.2	01/16/2013	Vicky Hicks Patti George	Update section 1.2.2.2 to reflect former Passport Members having a choice of MCOs as of 1/1/2013. DMS Approved 2/27/2013, John Hoffman.
4.3	06/25/2013	Vicky Hicks Patti George	Updates to NET PAYMENT and NET EARNINGS descriptions in Section 10.10.1 DMS Approved 07/09/2013, John Hoffman.
4.4	07/29/2013	Stayce Towles Patti George	Update to section 5.10- Provider Rep listing.
4.5	03/19/2014	Stayce Towles	Updates sections 1-5 per DMS and added PRTF2 – TOB. Approved 4-7-14 by Lee Guice.
4.6	3/31/2015	Stayce Towles	Added form locator 45 – Detail dates of service. Approved 3/31/2015, Charles Douglass, DMS.
4.7	04/02/2015	Stayce Towles	Add billable revenue codes and updated section 8.2 Leave of Absence days. Charles Douglass, DMS approved on 4/9/2015.
4.8	07/07/2015	Stayce Towles	Add field 66 to the detailed billing instructions for ICD indicator. Approved by John Hoffmann, OATS, 7/6/15.
4.9	02/11/2016	Vicky Hicks	Updated Rep list Approved by Charles Douglass DMS 2/9/2016.
5.0	02/01/2017	Vicky Hicks	Added "Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides." Approved by Charles Douglass, DMS 2/1/2017. Added form locators 78 and 80 regarding Referring and Attending provider information. Approved by Charles Douglass, DMS 2/8/2017.
5.1	12/01/2018	Vicky Hicks	Replace all instances of "HP" and HPE" with DXC Technology. Updated Rep List and Provider Inquiry Form.
5.2	05/14/2019	Vicky Hicks Mary Larson	Updated: 1) Provider Rep Table, 2) all forms, 3) DMS URLs in Introduction, 4) ICD-9/ICD-9-CM to ICD-10.

Version	Date	Name	Comments
5.3	10/23/2019	Vicky Hicks	Changed Type of Bill information to end date 811-814 as valid entries as of 1/31/2014 and to add Type of Bill 861-864 as valid entries effective with dates of service 2/1/14 per CO20891.
5.4	07/17/2020	Vicky Hicks Mary Larson	Updated Provider Representative List extensions.
5.5	12/22/2020	Vicky Hicks Mary Larson	Updated the Cash Refund Documentation form. Form approved 03/06/2020 by John Hay, DMS. Updated DXC Technology to Gainwell Technologies or Gainwell, including all forms.
5.6	02/01/2021	Vicky Hicks Mary Larson	Edited the entire document for grammar, updated tables and reports, converted some lists to tables, added an acronym list as an Appendix.
5.7	10/27/2021	Vicky Hicks Mary Larson	Changed the logo on the title page and swipe card graphic per CO 33032. DMS approved 10/14/2021. Updated the Provider Representative List.
5.8	01/10/2022	Vicky Hicks	Further definition to timely filing added. Approved by Justin Dearinger, DMS, 01/07/2022.
5.9	01/12/2022	Vicky Hicks	Change Humana MCO name and phone number. Approved per John Hoffmann, 01/12/2022
6.0	09/07/2022	Vicky Hicks	End date patient status code 10 per CO33980.
6.1	10/18/2022	Mary Larson	Updated logo on title page.
6.2	03/03/2023	Vicky Hicks Mary Larson	Inserted a new Return to Provider letter.
6.3	01/02/2025	Vicky Hicks Mary Larson	Updated the Provider Representative List, Contacts and Assigned Counties heading.
6.4	07/30/2025	Whitney Cole Mary Larson	Updated the Provider Representative List, Contacts and Assigned Counties heading.

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1 General

1.1 Introduction

> **Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.**

These instructions are intended to assist persons filing claims for services provided to Kentucky (KY) Medicaid Members. Guidelines outlined pertain to the correct filing of claims and do not constitute a declaration of coverage or guarantee of payment.

Policy questions should be directed to the Department for Medicaid Services (DMS). Policies and regulations are outlined on the DMS website at:

   https://chfs.ky.gov/agencies/dms/Pages/default.aspx

Fee and rate schedules are available on the DMS website at:

   https://chfs.ky.gov/agencies/dms/Pages/feesrates.aspx

1.2 Member Eligibility

Members should apply for Medicaid eligibility through kynect (kyenroll.ky.gov) by phone at 1-855-4kynect (1-855-459-6328) or in person at their local Department for Community Based Services (DCBS) office. Members with questions or concerns can contact Member Services at 1-800-635-2570, Monday through Friday. This office is closed on holidays.

The primary identification for Medicaid-eligible members is the Kentucky Medicaid card. This is a permanent plastic card issued when the Member becomes eligible for Medicaid coverage. The name of the member and the member's Medicaid identification (ID) number are displayed on the card. The provider is responsible for checking identification and verifying eligibility before providing services.

Note: Payment cannot be made for services provided to ineligible members. Possession of a member identification card does not guarantee payment for all medical services.

1.2.1 Plastic Swipe KY Medicaid Card
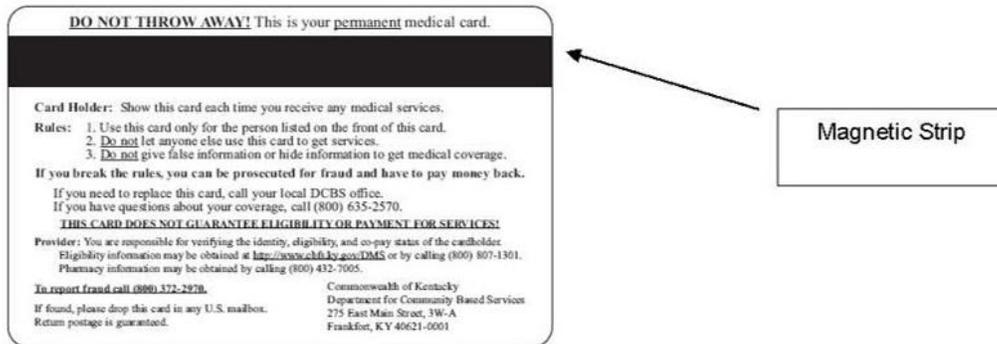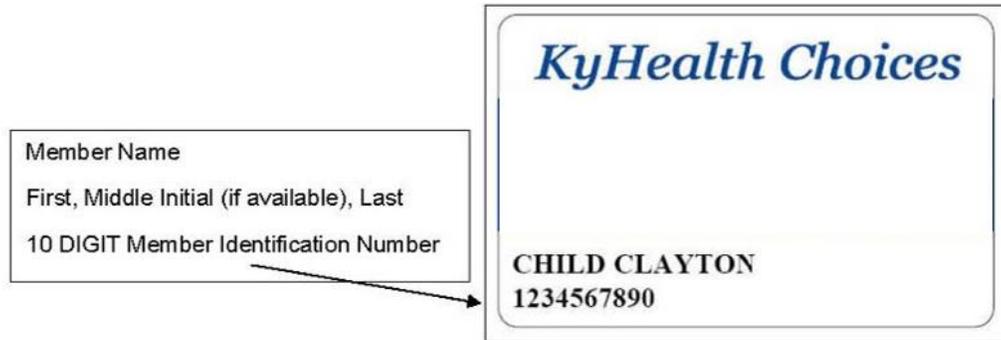
Providers who wish to use the card's magnetic strip to access eligibility information may do so by contracting with one of several vendors.

1.2.2 Member Eligibility Categories

1.2.2.1 QMB and SLMB

Qualified Medicare Beneficiaries (QMB) and Specified Low-Income Medicare Beneficiaries (SLMB) are members who qualify for both Medicare and Medicaid. In some cases, Medicaid may be limited. QMB members have Medicare and full Medicaid coverage, as well. QMB-only members have Medicare, and Medicaid serves as a Medicare supplement only. A member with SLMB does not have Medicaid coverage; Kentucky Medicaid pays a "buy-in" premium for SLMB members to have Medicare but offers no claims coverage.

1.2.2.2 Managed Care Partnership

Medical benefits for persons whose care is overseen by a Managed Care Organization (MCO) are similar to those of Kentucky Medicaid, but billing procedures and coverage of some services may differ. Providers with MCO questions should contact the respective MCO provider services:

- Passport Health Plan (now known as Molina) at 1-800-578-0775
- WellCare of Kentucky at 1-877-389-9457
- Humana Healthy Horizons in Kentucky at 1-800-444-9137
- Aetna Better Health of KY at 1-855-300-5528
- United Health Care at 1-866-633-4449

1.2.2.3 KCHIP

The Kentucky Children's Health Insurance Program (KCHIP) provides coverage to children through age 18 who have no insurance and whose household income meets program guidelines. Children with KCHIP III are eligible for all Medicaid-covered services except Non-Emergency Transportation and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Special Services. Regular KCHIP children are eligible for all Medicaid-covered services.

For more information, access the KCHIP website at http://kidshealth.ky.gov/en/kchip.

1.2.2.4 Presumptive Eligibility

Presumptive Eligibility (PE) is a program that offers certain individuals and pregnant women temporary medical coverage. A treating physician or hospital may issue an Identification Notice to an individual if it is determined that the individual meets the criteria as described below. PE benefits are in effect up to 60 days from the date the Identification Notice is issued, or upon denial or issuance of Medicaid. The 60 days includes current month through end of the next month. This short-term program is intended to allow financially needy individuals to have access to medical services while they are completing the application process for full Medicaid benefits.

Reimbursement for services is different for presumptively eligible individuals depending on the method by which eligibility is granted. The two types of PE are as follows:

- PE for pregnant women
- PE for hospitals

1.2.2.4.1 PE for Pregnant Women

1.2.2.4.1.1 Eligibility

A determination of presumptive eligibility for a pregnant woman shall be made by a qualified provider who is enrolled as a Kentucky Medicaid provider in one of the following categories:

- A family or general practitioner
- A pediatrician
- An internist
- An obstetrician or gynecologist
- A physician assistant
- A certified nurse midwife
- An advanced practice registered nurse
- A federally qualified health care center
- A primary care center
- A rural health clinic
- A local health department

Presumptive eligibility shall be granted to a woman if she:

- Is pregnant
- Is a Kentucky resident
- Does not have income exceeding 195 percent of the federal poverty level established annually by the United States Department of Health and Human Services
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid
- Has not been previously granted presumptive eligibility for the current pregnancy

  and

- Is not an inmate of a public institution

1.2.2.4.1.2 Covered Services

Covered services for a presumptively eligible pregnant woman shall be limited to ambulatory prenatal services delivered in an outpatient setting and shall include:

- Services furnished by a primary care provider, including:
  o A family or general practitioner
  o A pediatrician
  o An internist
  o An obstetrician or gynecologist
  o A physician assistant
  o A certified nurse midwife
  o An advanced practice registered nurse

- Laboratory services
- Radiological services
- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers, and federally qualified health center look-alikes
- Primary care services delivered by local health departments

1.2.2.4.2 PE for Hospitals

1.2.2.4.2.1 Eligibility

A determination of presumptive eligibility can be made by an inpatient hospital participating in the Medicaid program using modified adjusted gross income for an individual who:

- Does not have income exceeding:
    - o 138 percent of the federal poverty level established annually by the United States Department of Health and Human Services
    - o 200 percent of the federal poverty level for children under age one and 147 percent of the federal poverty level for children ages 1 – 5 as established annually by the United States Department of Health and Human Services, if the individual is a targeted low-income child
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid

and

- Is not an inmate of a public institution

1.2.2.4.2.2 Covered Services

Covered services for a presumptively eligible individual who meets the income guidelines above shall include:

- Services furnished by a primary care provider, including:
    - o A family or general practitioner
    - o A pediatrician
    - o An internist
    - o An obstetrician or gynecologist
    - o A physician assistant
    - o A certified nurse midwife
    - o An advanced practice registered nurse
- Laboratory services
- Radiological services

- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers and federally qualified health center look-alikes
- Primary care services delivered by local health departments
- Inpatient or outpatient hospital services provided by a hospital

1.2.2.5   Breast & Cervical Cancer Treatment Program

The Breast & Cervical Cancer Treatment Program (BCCTP) offers Medicaid coverage to women who have a confirmed cancerous or pre-cancerous condition of the breast or cervix. In order to qualify, women must be screened and diagnosed with cancer by the Kentucky Women's Cancer Screening Program, be between the ages of 21 and 65, have no other insurance coverage, and not reside in a public institution. The length of coverage extends through active treatment for the breast or cervical cancer condition. Those members receiving Medicaid through BCCTP are entitled to full Medicaid services. Women who are eligible through BCCTP do not receive a Medicaid card for services. The enrolling provider will provide a printed document that is to be used in place of a card.

1.2.3   Verification of Member Eligibility

This section covers:

- Methods for verifying eligibility
- How to verify eligibility through an automated 800 number function
- How to use other proofs to determine eligibility
- What to do when a method of eligibility is not available

1.2.3.1   Obtaining Eligibility and Benefit Information

Eligibility and benefit information is available to providers via the following:

- Voice Response Eligibility Verification (VREV) available 24 hours/7 days a week at 1-800-807-1301
- KY HealthNet at https://home.kymmis.com
- The Department for Medicaid Services, Member Eligibility Branch at 1-800-635-2570, Monday through Friday, except holidays

1.2.3.1.1   Voice Response Eligibility Verification

Gainwell Technologies maintains a VREV system that provides member eligibility verification, as well as information regarding third party liability (TPL), Managed Care, PRO review, card issuance, co-pay, provider check write, and claim status.

The VREV system-generally processes calls in the following sequence:

1. Greet the caller and prompt for mandatory provider ID.

2. Prompt the caller to select the type of inquiry desired (eligibility, TPL, Managed Care, PRO review, card issuance, co-pay, provider check write, claim status, etc.).

3. Prompt the caller for the dates of service (enter four-digit year, for example, MMDDCCYY).

4. Respond by providing the appropriate information for the requested inquiry.

5. Prompt for another inquiry.

6. Conclude the call.

This system allows providers to take a shortcut to information. Users may key the appropriate responses (such as provider ID or member ID) as soon as each prompt begins. The number of inquiries is limited to five per call. The VREV spells the member name and announces the dates of service. Check amount data is accessed through the VREV voice menu. The Provider's last three check amounts are available.

1.2.3.1.2 KY HealthNet Online Member Verification

KY HealthNet online access can be obtained at https://home.kymmis.com. The KY HealthNet website is designed to provide real-time access to member information. Providers can download a User Manual to assist providers in system navigation. Providers with suggestions, comments, or questions should contact the Gainwell Electronic Claims Department at KY_EDI_Helpdesk@gainwelltechnologies.com or 1-800-205-4696.

All Member information is subject to Health Insurance Portability and Accountability Act (HIPAA) privacy and security provisions, and it is the responsibility of the provider and the provider's system administrator to ensure all persons with access understand the appropriate use of this data. It is suggested that providers establish office guidelines defining appropriate and inappropriate uses of this data.

2 Electronic Data Interchange

Electronic Data Interchange (EDI) is structured business-to-business communications using electronic media rather than paper.

2.1 How to Get Started

All Providers are encouraged to utilize EDI rather than paper claims submission. To become a business-to-business EDI Trading Partner or to obtain a list of Trading Partner vendors, contact the Gainwell Electronic Data Interchange Technical Support Help Desk at:

Gainwell Technologies
P.O. Box 2100
Frankfort, KY 40602-2016
1-800-205-4696

Help Desk hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday, except holidays.

2.2 Format and Testing

All EDI Trading Partners must test successfully with Gainwell and have Department for Medicaid Services (DMS) approved agreements to bill electronically before submitting production transactions. Contact the EDI Technical Support Help Desk at the phone number listed above for specific testing instructions and requirements.

2.3 Electronic Claims Submission Help

Providers with questions regarding electronic claims submission (ECS) may contact the EDI Help desk.

3   KY HealthNet

The KY HealthNet website allows providers to submit claims online via a secure, direct data entry function. Providers with internet access may utilize the user-friendly claims wizard to submit claims, in addition to checking eligibility and other helpful functions.

3.1   How to Get Started

All Providers are encouraged to utilize KY HealthNet rather than paper claims submission. To become a KY HealthNet user, contact our EDI helpdesk at 1-800-205-4696 or click the link below.

https://chfs.ky.gov/agencies/dms/Pages/kyhealthnet.aspx

3.2   KY HealthNet Companion Guides

Field-by-field instructions for KY HealthNet claims submission are available at:

http://www.kymmis.com/kymmis/Provider%20Relations/KYHealthNetManuals.aspx

4   General Billing Instructions for Paper Claim Forms

4.1   General Instructions

The Department for Medicaid Services is mandated by the Centers for Medicare and Medicaid Services (CMS) to use the appropriate form for the reimbursement of services. Claims may be submitted on paper or electronically.

4.2   Imaging

All paper claims are imaged, which means a digital photograph of the claim form is used during claims processing. This streamlines claims processing and provides efficient tools for claim resolution, inquiries, and attendant claim-related matters.

By following the guidelines below, providers can ensure claims are processed as they intend:

- USE BLACK INK ONLY
- Do not use glue
- Do not use more than one staple per claim
- Press hard to guarantee strong print density if the claim is not typed or computer generated
- Do not use white-out or shiny correction tape
- Do not send attachments smaller than the accompanying claim form

4.3   Optical Character Recognition

Optical Character Recognition (OCR) eliminates human intervention by sending the information on the claim directly to the processing system, bypassing data entry. OCR is used for computer generated or typed claims only. Information obtained mechanically during the imaging stage does not have to be manually typed, thus reducing claim processing time. Information on the claim must be contained within the fields using font 10 as the recommended font size in order for the text to be properly read by the scanner.

5 Additional Information and Forms

5.1 Claims with Dates of Service More than One Year Old

In accordance with federal regulations, claims must be received by Medicaid no more than 12 months from the date of service, or six months from the Medicare or other insurance payment date, whichever is later. "Received" is defined in 42 CFR 447.45 (d) (5) as "The date the agency received the claim as indicated by its date stamp on the claim."

Kentucky Medicaid includes the date received in the Internal Control Number (ICN). The ICN is a unique number assigned to each incoming claim and the claim's related documents during the data preparation process. Refer to Appendix A for more information about the ICN.

For claims more than 12 months old to be considered for processing, the provider must attach documentation showing timely receipt by DMS or Gainwell and documentation showing subsequent billing efforts, if any.

To process claims beyond the 12 month limit, you must attach to each claim form involved, a copy of a Claims in Process, Paid Claims, or Denied Claims section from the appropriate Remittance Statement no more than 12 months old, which verifies that the original claim was received within 12 months of the service date. Proof of timely filing documentation must show that the claim has been received and processed at least once every twelve month period from the service date.

Additional documentation that may be attached to claims for processing for possible payment is:

- A screen print from KY HealthNet verifying the eligibility issuance date and eligibility dates must be attached behind the claim
- A screen print from KY HealthNet verifying filing within 12 months from the date of service, such as the appropriate section of the Remittance Advice (RA) or from the Claims Inquiry Summary Page (accessed via the Main Menu's Claims Inquiry selection)
- A copy of the Medicare Explanation of Medicare Benefits received 12 months after service date but less than six months after the Medicare adjudication date
- A copy of the commercial insurance carrier's Explanation of Benefits (EOB) received 12 months after service date but less than six months after the commercial insurance carrier's adjudication date

5.2 Retroactive Eligibility (Back-Dated) Card

Aged claims for members whose eligibility for Medicaid is determined retroactively may be considered for payment if filed within one year from the eligibility issuance date. Claim submission must be within 12 months of the issuance date. A copy of the KY HealthNet card issuance screen must be attached behind the paper claim.

5.3 Unacceptable Documentation

Copies of previously submitted claim forms, providers' in-house records of claims submitted, or letters detailing filing dates are not acceptable documentation of timely billing. Attachments must prove the claim was received in a timely manner by Gainwell.

5.4 Third Party Coverage Information

5.4.1 Commercial Insurance Coverage (this does NOT include Medicare)

When a claim is received for a member whose eligibility file indicates other health insurance is active and applicable for the dates of services, and no payment from other sources is entered on the Medicaid claim form, the claim is automatically denied unless documentation is attached.

5.4.2 Documentation that May Prevent a Claim from Being Denied for Other Coverage

The following forms of documentation prevent claims from being denied for other health insurance when attached to the claim.

1. Remittance statement from the insurance carrier that includes:
   a. Member name
   b. Date(s) of service
   c. Billed information that matches the billed information on the claim submitted to Medicaid

   and

   d. An indication of denial or that the billed amount was applied to the deductible

   Note: Rejections from insurance carriers stating "additional information necessary to process claim" is not acceptable.

2. Letter from the insurance carrier that includes:
   a. Member name
   b. Date(s) of service(s)
   c. Termination or effective date of coverage (if applicable)
   d. Statement of benefits available (if applicable)

   and

   e. The letter must have a signature of the insurance representative or be on the insurance company's letterhead

3. Letter from a provider that states they have contacted the insurance company via telephone. The letter must include the following information:
   a. Member name
   b. Date(s) of service
   c. Name of insurance carrier
   d. Name of and phone number of insurance representative spoken to or a notation indicating a voice automated response system was reached
   e. Termination or effective date of coverage

   and

   f. Statement of benefits available (if applicable)

4. A copy of a prior remittance statement from an insurance company may be considered an acceptable form of documentation if it is:
   a. For the same member
   b. For the same or related service being billed on the claim

and

    c. The date of service specified on the remittance advice is no more than six months prior to the claim's date of service

Note: If the remittance statement does not provide a date of service, the denial may only be acceptable by Gainwell if the date of the remittance statement is no more than six months from the claim's date of service.

5. Letter from an employer that includes:

    a. Member name

    b. Date of insurance or employee termination or effective date (if applicable)

    and

    c. Employer letterhead or signature of company representative

5.4.3 When there is No Response within 120 Days from the Insurance Carrier

When the other health insurance has not responded to a provider's billing within 120 days from the date of filing a claim, a provider may complete a TPL Lead Form. Write "no response in 120 days" on either the TPL Lead Form or the claim form, attach it to the claim and submit it to Gainwell. Gainwell overrides the other health insurance edits and forwards a copy of the TPL Lead Form to the TPL Unit. A member of the TPL staff contacts the insurance carrier to see why they have not paid their portion of liability.

5.4.4 For Accident and Work-Related Claims

For claims related to an accident or work-related incident, the provider should pursue information relating to the event. If an employer, individual, or an insurance carrier is a liable party but the liability has not been determined, claims may be submitted to Gainwell with an attached letter containing any relevant information, such as, names of attorneys, other involved parties, and/or the member's employer to:

Gainwell Technologies
ATTN: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

5.4.4.1   TPL Lead Form

Gainwell Technologies

Gainwell Technologies
Attention: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

THIRD PARTY LIABILITY LEAD FORM

Provider Name: _____   Provider #: _____

Member Name: _____   Member #: _____

Address: _____   Date of Birth: _____

From Date of Service: _____   To Date of Service: _____

Date of Admission: _____   Date of Discharge: _____

Insurance Carrier Name: _____

Address: _____

Policy Number: _____   Start Date: _____   End Date: _____

Date Claim was Filed with Insurance Carrier: _____

Please check the one that applies:

☐   No Response in Over 120 Days

☐   Policy Termination Date: _____

☐   Other: Please explain in the space provided below

_____

_____

_____

_____

Contact Name: _____   Contact Telephone #: _____

Signature: _____   Date: _____

DMS Approved December 7, 2020

5.5   Provider Inquiry Form

Provider Inquiry Forms may be used for any unique questions concerning claim status, paid or denied claims, and billing concerns. The mailing address for the Provider Inquiry Form is:

Gainwell Technologies
Provider Services
P.O. Box 2100
Frankfort, KY 40602-2100

Please keep the following points in mind when using this form:

- Send the completed form to Gainwell; a copy is returned with a response

- When resubmitting a corrected claim, do not attach a Provider Inquiry Form

- A toll free Gainwell number 1-800-807-1232 is available in lieu of using this form

- To check claim status, call the Gainwell Voice Response on 1-800-807-1301 or you may use the KY HealthNet by logging into https://home.kymmis.com

Provider Inquiry Form

Gainwell Technologies
P.O. Box 2100
Frankfort, KY 40602

Please check claim status, verify eligibility, and download Remittance statements using KY HealthNet. Please contact the Gainwell Helpdesk at (800) 205-4696 for access information.

Provider Number	Member Name
Provider Name/Address	Member ID Number
	Claim Service Date/ICN if applicable
	Billed Amount

Provider's Message:

_____

_____

_____   _____
Signature   Date

Gainwell Technologies Response:

	This claim was previously processed according to KY Medicaid guidelines. Claim will be sent for denial.
	This claim has been sent to processing.
	AGED CLAIM, claim will be sent for denial. See reverse side for timely filing guidelines.
	Documentation attached is being returned due to no claim form attached to request.

Other: _____

_____

_____   _____
Signature   Date

5.6 Prior Authorization Information

Please consider the following regarding Prior Authorization:

- The prior authorization process does NOT verify anything except medical necessity; it does not verify eligibility or age

- The prior authorization letter does not guarantee payment; it only indicates that the service is approved based on medical necessity

- If the individual does not become eligible for Kentucky Medicaid, loses Kentucky Medicaid eligibility, or ages out of the program eligibility, services will not be reimbursed despite having been deemed medically necessary

- Prior Authorization should be requested prior to the provision of services except in cases of:
  - Retro-active member eligibility
  - Retro-active provider number

- Providers should always completely review the Prior Authorization Letter prior to providing services or billing

Access the KYMMIS website to obtain blank Prior Authorization forms:

http://www.kymmis.com/kymmis/Provider%20Relations/PriorAuthorizationForms.aspx

Access to an Electronic Prior Authorization (EPA) request:

https://home.kymmis.com

5.7   Adjustments and Void Requests

An adjustment is a change to be made to a "PAID" claim. The mailing address for the Adjustment and Void Request Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when filing an adjustment request:

- Attach a copy of the corrected claim and the paid remittance advice page to the adjustment form
  - o   For a Medicaid/Medicare crossover, attach an Explanation of Medicare Benefits (EOMB) to the claim
- Do not send refunds on claims for which an adjustment has been filed
- Be specific, explain exactly what is to be changed on the claim
- Claims showing paid zero-dollar amounts are considered paid claims by Medicaid; if the paid amount of zero is incorrect, the claim requires an adjustment
- An adjustment is a change to a paid claim; a claim credit simply voids the claim entirely

Gainwell Technologies

ADJUSTMENT AND VOID REQUEST FORM

MAIL TO: Gainwell Technologies
P.O. BOX 2108
FRANKFORT, KY 40602-2108
1-800-807-1232
ATTN: FINANCIAL SERVICES

NOTE: A VOID IS TO BE USED TO REMOVE YOUR CLAIM FROM A "PAID" STATUS. A 'NEW' CLAIM CAN THEN BE SENT IF NECESSARY. AN ADJUSTMENT IS USED TO CHANGE INFORMATION ON A PAID CLAIM, SUCH AS UNITS, DOLLAR AMOUNTS, ETC. YOU MAY PERFORM ADJUSTMENTS OR VOIDS ELECTRONICALLY USING KYHEALTHNET IN MOST CASES.

CHECK APPROPRIATE BOX: ☐ CLAIM ADJUSTMENT ☐ VOID		1. Original Internal Control Number (ICN)	
2. Member Name		3. Member Medicaid Number	
4. Provider Name and Address	5. Provider	6. From Date of Service	7. To Date of Service
	8. Original Billed Amount	9. Original Paid Amount	10. Remittance Advice Date

11. Please specify WHAT is to be adjusted on the claim. You must explain in detail in order for an adjustment specialist to understand what needs to be accomplished by adjusting the claim.

_____

_____

12. Please specify the REASON for the adjustment or void request.

_____

_____

_____

13. Signature _____ 14. Date _____

DMS Approved: December 7, 2020

5.8 Cash Refund Documentation Form

The Cash Refund Documentation Form is used when refunding money to Medicaid. The mailing address for the Cash Refund Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when refunding:

- Attach the Cash Refund Documentation Form to a check made payable to the **KY State Treasurer**

- Attach applicable documentation, such as a copy of the remittance advice showing the claim for which a refund is being issued

- If refunding all claims on an RA, the check amount must match the total payment amount on the RA

  o   If refunding multiple RAs, a separate check must be issued for each RA

Gainwell Technologies

Mail To: Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
ATTN: Financial Services

Make checks payable to:
Kentucky State Treasurer

CASH REFUND DOCUMENTATION

1. Check Number	2. Check Amount
3. Provider Name/ID/Address	4. Member Name
	5. Member Number

6. From Date of Service	7. To Date of Service	8. RA Date

9. Internal Control Number (If several ICNs, attach RAs)

Research for Refund: (Check appropriate blank)

☐ a. Payment from other source - Check the category and list name (*attach copy of EOB*)
- ☐ Health Insurance
- ☐ Auto Insurance
- ☐ Medicare Paid
- ☐ Other

☐ b. Billed in error

☐ c. Duplicate payment (attach a copy of both RAs)
   If RAs are paid to two different providers, specify to which provider ID the check is to be applied.

☐ d. Processing error OR overpayment (explain why)

☐ e. Paid to wrong provider

☐ f. Money has been requested - date of the letter
   (attach a copy of letter requesting money)

☐ g. Other

Contact Name _____   Phone _____

DMS Approved: March 6, 2020

5.9   Return to Provider Letter

Claims and attached documentation received by Gainwell are screened for required information (listed below). If the required information is not complete, the claim is returned to the provider with a "Return to Provider Letter" attached explaining why the claim is being returned.

A claim is returned before processing if the following information is missing:

- Provider ID
- Member identification number
- Member first and last names
- EOMB for Medicare/Medicaid crossover claims

Other reasons for return may include:

- Illegible claim date of service or other pertinent data
- Claim lines completed exceed the limit
- Unable to image

gainwell

RETURN TO PROVIDER LETTER

Date: _____ - _____ - _____

Dear Provider,

The attached claim(s) is being returned for the following reason(s). These items require correction before the claim can be processed.

01) _____ PROVIDER – A valid 8-digit Medicaid provider number or 10-digit NPI must be on the claim form in the appropriate field.

_____ Missing 33 A/B _____ Not a valid provider number _____ Qualifier missing/invalid field 33b _____ Field 33 A/B Invalid

02) _____ Provider Signature

03) _____ Detail lines exceed the limit for the claim type

04) _____ UNABLE TO IMAGE OR KEY - Claim form/Medicare coding sheet must be legible. Highlighted forms are not acceptable. White paper only, No shrunken claims, Blue or Black ink only, Front page only.

_____ Print too light or dark _____ Front Page only _____ Highlighted fields _____ Not legible _____ Claim alignment/shrunken

05) _____ Medicaid does not make payment when Medicare has paid the amount in full.

06) _____ The Member's Medicaid (MAID) number is missing or invalid

_____ Missing _____ Invalid

07) _____ Medicare Coding sheet does not match the claim _____ One code sheet per claim

_____ Member Number _____ Member Name _____ Coding Sheet Details must match claim details/numbers

08) _____ Other Reasons _____ Incorrect form (claim/code sheet) _____ Missing Medicaid payer name FL 50

_____ No abbreviations for Payer Name in FL 50 (Medicare/Medicaid) _____ Only one Medicaid/Medicare payer FL 50

_____ Member info missing (field 20) _____ Dollar amount invalid on claim and/or Code Sheet

_____
_____
_____

_____ Claim(s) are being returned to you for correction for the reasons noted above.

> **Helpful Hints When Billing for Services Provided to a Medicaid Member**

- The Member's Medicaid number on the CMS must be entered in <u>Field 1A</u>
- The Member's Medicaid number on the UB04 must be entered in <u>Block 60</u>
- Member Medicare numbers **are not** valid Medicaid numbers
- Please refer to your billing manual if you have any concerns about billing the Medicaid program correctly.

Please make the necessary corrections and resubmit for processing. If you have any questions, please feel free to contact our Provider Relations Group, Monday through Friday, 8:00 am until 6:00 pm eastern standard/daylight savings time, at 800-807-1232. Electronic billing is strongly encouraged. You now have the capability to submit attachments electronically. If you are interested in billing Medicaid electronically, please contact Gainwell Technologies at 1-800-205-4696 7:30 AM to 6:00 PM Monday through Friday except holidays or view our training video on www.kymmis.com under Provider Relations, Training Videos.

Clerk _____

Provider Name _____

Provider Number _____

Reason Code _____

5.10 Provider Representative List

5.10.1 Contacts and Assigned Counties

Lela Lyon llyon@gainwelltechnologies.com			Whitney Cole Whitneyc@gainwelltechnologies.com		
Assigned Counties			**Assigned Counties**		
ADAIR	GREEN	MCCREARY	ANDERSON	GARRARD	MENIFEE
ALLEN	HART	MCLEAN	BATH	GRANT	MERCER
BALLARD	HARLAN	METCALFE	BOONE	GRAYSON	MONTGOMERY
BARREN	HENDERSON	MONROE	BOURBON	GREENUP	MORGAN
BELL	HICKMAN	MUHLENBERG	BOYD	HANCOCK	NELSON
BOYLE	HOPKINS	OWSLEY	BRACKEN	HARDIN	NICHOLAS
BREATHITT	JACKSON	PERRY	BRECKINRIDGE	HARRISON	OHIO
CALDWELL	KNOX	PIKE	BULLITT	HENRY	OLDHAM
CALLOWAY	KNOTT	PULASKI	BUTLER	JEFFERSON	OWEN
CARLISLE	LARUE	ROCKCASTLE	CAMPBELL	JESSAMINE	PENDLETON
CASEY	LAUREL	RUSSELL	CARROLL	JOHNSON	POWELL
CHRISTIAN	LESLIE	SIMPSON	CARTER	KENTON	ROBERTSON
CLAY	LETCHER	TAYLOR	CLARK	LAWRENCE	ROWAN
CLINTON	LINCOLN	TODD	DAVIESS	LEE	SCOTT
CRITTENDEN	LIVINGSTON	TRIGG	ELLIOTT	LEWIS	SHELBY
CUMBERLAND	LOGAN	UNION	ESTILL	MADISON	SPENCER
EDMONSON	LYON	WARREN	FAYETTE	MAGOFFIN	TRIMBLE
FLOYD	MARION	WAYNE	FLEMING	MARTIN	WASHINGTON
FULTON	MARSHALL	WEBSTER	FRANKLIN	MASON	WOLFE
GRAVES	MCCRACKEN	WHITLEY	GALLATIN	MEADE	WOODFORD

Note: Out-of-state providers contact the Representative who has the county closest bordering their state, unless noted above.

Provider Relations contact number: 1-800-807-1232

6 Completion of UB-04 Billing Form with NPI

6.1 UB-04 with NPI Billing Instructions

Following are form locator numbers and form locator instructions for billing PRTF services on the UB-04 billing form. Only the instructions for form locators required for Gainwell processing or for KY Medicaid Program information are included. Instructions for Form Locators not used by Gainwell or the KY Medicaid Program can be found in the UB-04 Training Manual. The UB-04 Training Manual may be obtained from the Kentucky Hospital Association. You may also obtain the UB-04 billing forms from the address listed below.

Kentucky Hospital Association
P.O. Box 24163
Louisville, KY 40224
Telephone: 1-502-426-6220

Claims for covered psychiatric residential treatment facility services provided to eligible KY Medicaid members must be submitted monthly to the KY Medicaid program. A full calendar month's billing is required unless the resident is newly admitted to the facility during the month, is discharged, expires, or authorization for benefit provisions is withdrawn by Mental Health Management of America (MHMA) on the basis that further stay is not medically necessary. Providers should not split-bill for a month's service (submit bills more frequently than a full calendar month - 1st through 15th; 16th through 31st).

A separate UB-04 form must be used for each resident. An original UB-04 billing form must be submitted to Gainwell for claims processing. The provider should retain a copy of the billing form.

The original UB-04 billing form must be sent to:

Gainwell Technologies
P.O. Box 2106
Frankfort, KY 40602-2106

Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.

6.2   UB-04 Claim Form with NPI and Taxonomy

1 Provider Name	2		3a PAT. CNTL #	Patient Control Number		4 TYPE OF BILL
Street Address			b. MED. REC. #			0111
City or Town ST ZIP			5 FED. TAX NO.	6 STATEMENT COVERS PERIOD FROM — THROUGH	7	
AC+Phone Number				010107 013107		

8 PATIENT NAME	a	9 PATIENT ADDRESS	a				
b					c	d	e

10 BIRTHDATE	11 SEX	12 DATE	ADMISSION 13 HR	14 TYPE	15 SRC	16 DHR	17 STAT	18	19	20	21	CONDITION CODES 22 23 24 25 26 27 28	29 ACDT STATE	30
01021900		010107	01	1		13	01	c1						

31 OCCURRENCE CODE DATE	32 OCCURRENCE CODE DATE	33 OCCURRENCE CODE DATE	34 OCCURRENCE CODE DATE	35 OCCURRENCE SPAN CODE FROM THROUGH	36 OCCURRENCE SPAN CODE FROM THROUGH	37
11 010107						

38		39 CODE VALUE CODES AMOUNT	40 CODE VALUE CODES AMOUNT	41 CODE VALUE CODES AMOUNT
		a 80 30		
		b		
		c		
		d		

42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1	120	ROOM CHARGES			30	30,000 00		1
2	250	PHARMACY			98	688 00		2
3								3
4								4
5								5
6								6
7								7
8								8
9								9
10								10
11								11
12								12
13								13
14								14
15								15
16								16
17								17
18								18
19								19
20								20
21								21
22								22
23	0001	PAGE ____ OF ____ CREATION DATE		TOTALS ➡		30,688.00		23

50 PAYER NAME	51 HEALTH PLAN ID	52 REL INFO	53 ASG BEN.	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI	Pay To NPI #	
A KyHealth Choices						57 OTHER	Pay ToTaxonomy#	A
B							Facility Zip Code	B
C						PRV ID		C

58 INSURED'S NAME	59 P.REL	60 INSURED'S UNIQUE ID	61 GROUP NAME	62 INSURANCE GROUP NO.	
A JANE DOE		4000000000			A
B					B
C					C

63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME	
A 01234567			A
B			B
C			C

66 DX	234.5					67		G	H		68
								P	Q		

69 ADMIT DX	234.5	70 PATIENT REASON DX a b c	71 PPS CODE	72 ECI		73

74 PRINCIPAL PROCEDURE CODE DATE	a. OTHER PROCEDURE CODE DATE	b. OTHER PROCEDURE CODE DATE	75	76 ATTENDING	NPI	Attending NPI#	QUAL
123.4 010207				LAST JONES		FIRST JAMES	
c. OTHER PROCEDURE CODE DATE	d. OTHER PROCEDURE CODE DATE	e. OTHER PROCEDURE CODE DATE		77 OPERATING	NPI		QUAL
				LAST		FIRST	

80 REMARKS	81CC a		78 OTHER	NPI		QUAL
	b		LAST		FIRST	
	c		79 OTHER	NPI		QUAL
	d		LAST		FIRST	

UB-04 CMS-1450   APPROVED OMB NO.   THE CERTIFICATIONS ON THE REVERSE APPLY TO THIS BILL AND ARE MADE A PART HEREOF

NUBC National Uniform Billing Committee
LIC9213257

6.3   Completion of UB-04 Claim Form with NPI and Taxonomy

6.3.1   Detailed Instructions

Included is a representative sample of codes and/or services that may be covered by KY Medicaid:

FORM LOCATOR #	FORM LOCATOR NAME AND DESCRIPTION
1	**Provider Name, Address, and Telephone** Enter the complete name, address, and telephone number (including area code) of the facility.
3	**Patient Control Number** Enter the patient control number. The first 14 digits (alpha/numeric) will appear on the remittance advice as the invoice number.
4	**Type of Bill** Enter the appropriate code to indicate the type of bill (TOB). <table><tr><td>1st Digit</td><td>Enter zero</td></tr><tr><td>2nd Digit (Type of Facility)</td><td>8 = Psychiatric Residential Treatment Facility Service</td></tr><tr><td>3rd Digit (Bill Classification)</td><td>1 = Inpatient (end dated 01/31/2014) 6= Residential Facility (for dates of service 2/1/2014 and after)</td></tr><tr><td>4th Digit (Frequency)</td><td>1 = Admit through discharge 2 = Interim, first claim 3 = Interim, continuing claim 4 = Interim, final claim</td></tr></table>
6	**Statement Covers Period** **FROM**: Enter the beginning date of the billing period covered by this invoice in numeric format (MMDDYY). **THROUGH**: Enter the last date of the billing period covered by this invoice in numeric format (MMDDYY). Do not include days prior to when the member's KY Medicaid eligibility period began. The "FROM" date is the date of the admission if the member was eligible for the KY Medicaid benefits upon admission. If the member was not eligible on the date of admission, the "FROM" date is the effective date of eligibility. The "THROUGH" date is the last covered day of the hospital stay.
10	**Date of Birth** Enter the member's date of birth.

FORM LOCATOR #	FORM LOCATOR NAME AND DESCRIPTION
12	**Admission Date** Enter the date on which the member was admitted to the facility in numeric format (MMDDYY).
17	**Patient Status Code** Enter the appropriate two-digit patient status code indicating the disposition of the patient as of the "through" date in Form Locator 6. **Status Codes Accepted by KY Medicaid** 01 — Discharged to Home/Self Care (Routine Discharge) 02 — Discharged or Transferred to Acute Hospital 03 — Discharged or Transferred to Skilled Nursing Facility (SNF) or NF 04 — Discharged or Transferred to Intermediate Care Facility (ICF) 05 — Discharged or Transferred to Another Type of Institution 06 — Discharged/Transferred to Home Under Care of Organized Home Health Service Organization 07 — Left Against Medical Advice 10 — Discharged or Transferred to Mental Health Center or Mental Hospital (end dated 10/1/22) 20 — Expired 21 — Discharge or Transfer to Court/Law Enforcement 30 — Still a Resident
18-28	**Condition Codes** Peer Review Organization (PRO) Indicator Enter the appropriate indicator, which describes the determination of the PRO/Utilization Review Committee. C1 = Approved as Billed C2 = Automatic Approval as Billed Based on Focus Review C3 = Partial Approval The condition codes are also included in the UB-04 Training Manual. Information regarding the Peer Review Organization is located in the Reference Index.
31-34	**Occurrence Codes and Dates** Enter the appropriate code(s) and date(s) defining a significant event relating to this bill. Reference the UB-04 Training Manual for additional codes.

FORM LOCATOR #	FORM LOCATOR NAME AND DESCRIPTION
35-36	**Occurrence Span Code and Dates** Enter occurrence span code "MO" and the first and last days approved by the PRO/UR when condition code C3 (partial approval) has been entered in Form Locators 18-28.
39-41	**Value Codes** 80 = Covered Days Enter the total number of covered days from Form Locator 6. Data entered in Form Locator 39 must agree with accommodation units in Form Locator 46. Covered days are not required for Medicare crossover claims for coinsurance days or life reserve days.
42	**Revenue Codes** Enter the three-digit revenue code identifying specific accommodation and ancillary services. **Note**: Total charge Revenue code 0001 must be the final entry in column 42, line 23. The total charge amount must be shown in column 47, line 23. | Revenue Code	Description
100	All-inclusive room and board plus ancillary
101	All-inclusive room and board
114	Room and Board Psychiatric Private
124	Room and Board Semi-Private 2 bed psychiatric
180	Leave of absence days
183	Bed Reservation Days – Home, Hospice, or RTF	
43	**Description** Enter the standard abbreviation assigned to each revenue code.
44	**HCPCS/RATES** Enter the facility's usual and customary charge for accommodation revenue code(s) in dollar and cents format (00.00).
45	**Detail Date of Service** Enter the detail date of Service.
45	**Creation Date** Enter the invoice date or invoice creation date. The invoice date must be shown in field 45, line 23.
46	**Unit** Enter the quantitative measure of services provided per revenue code.

FORM LOCATOR #	FORM LOCATOR NAME AND DESCRIPTION
47	**Total Charges** Enter the total charges relating to each revenue code for the billing period. The detailed revenue code amounts must equal the entry "total charges." The claim total must be shown in field 47, line 23.
48	**Non-Covered Charges** Enter the charges from Form Locator 47 that is non-payable by KY Medicaid.
50	**Payer Identification** Enter the names of payer organizations from which the provider receives payment. For Medicaid, use *KY Medicaid*. All other liable payers, including Medicare, must be billed first.* *KY Medicaid is the payer of last resort.
54	**Prior Payments** Enter the amount the facility has received toward payment of the claim. A third-party payment should be entered in this area. Do not enter Medicare payment amounts in this area. Do not enter continuing income amounts in this area.
56	**NPI** Enter the Pay To National Provider Identifier (NPI) number.
57	**Taxonomy** Enter the Pay To Taxonomy number.
57B	**Other** Enter the facility's zip code.
58	**Insured's Name** Enter the member's name in Form Locators 58 A, B, and C that relates to the payer in Form Locators 50 A, B, and C. Enter the member's name exactly as it appears on the member identification card in last name, first name, and middle initial format.
60	**Identification Number** Enter the member identification number in Form Locators 60 A, B, and C that relates to the member's name in Form Locators 58 A, B, and C. Enter the 10-digit member identification number exactly as it appears on the member identification card.
63	**Treatment Authorization Number** Enter the treatment authorization number assigned by the PRO/UR designating that the treatment covered by the bill is authorized by the PRO/UR.
66	**Diagnosis Indicator**

FORM LOCATOR #	FORM LOCATOR NAME AND DESCRIPTION

	Enter the appropriate International Classification of Diseases (ICD) indicator:
	    9 = ICD 9
	    0 = ICD 10

67	**Principal Diagnosis Code*** Enter the ICD-10 code describing the principal diagnosis.
67A-Q	**Other Diagnosis Code** Enter additional diagnosis codes that co-exist at the time the service is provided.
69	**Admitting Diagnosis** Enter the diagnosis code describing the admitting diagnosis.
76	**Attending Physician ID** Enter the Attending Physician NPI number.
78	**Other (NPI)** Enter DN (to denote referring) and the Referring Physician NPI number, if applicable.
80	**Remarks** Enter the Attending Physician taxonomy, if applicable (paper claim submission only).

MAP 24 Memorandum to Local Community Based Services

7   MAP 24 Memorandum to Local Community Based Services

Use the MAP-24 to report the discharge or death of any Title XIX resident to the local Department for Community Based Services office. This flow of information is essential to timely payment to the facility and efficient records for the Community Based Services office. Complete all entries as appropriate and mail to the local Department for Community Based Services office within 10 days of discharge or death.

MAP 24 Memorandum to Local Community Based Services

CABINET FOR HEALTH SERVICES
COMMONWEALTH OF KENTUCKY
FRANKFORT, 40621-0001

DEPARTMENT FOR MEDICAID SERVICES
"An Equal Opportunity Employer M/F/D"

_____
(Date)

MEMORANDUM

TO: Local Office
            Department for Community Based Services
            Cabinet for Families & Children

FROM: _____ Provider #: _____
                    (Facility/Waiver Agency)

SUBJECT: _____
                 (Recipient Name)   (Social Security/Medicaid Number)

            _____
                              (Previous Address)

            _____
                        (Responsible Relative's Name & Address)

This is to notify you that the above-referenced recipient

☐   was admitted to this facility/waiver agency _____
                                                              (Date)

     is in Title _____ Payment Status, and was placed in a
                      (XVIII or XIX)

☐ NF bed   ☐ ICF/MR/DD bed   ☐ MH bed   ☐ EPSDT Bed

☐ Home & Community Based Waiver Service   ☐ SCL Waiver Service and/or

☐   was discharged from this facility/waiver agency on _____
                                                                        (Date)

     and went to _____,
                    (Home Address/Name & Address of New Facility/Waiver Agency)

     and/or expired on _____.
                                  (Date)

☐   was re-instated to Home & Community Based or SCL waiver services within 60 days of the

     NF admission. _____
                              (Date Re-Instated)

For Home & Community Based waiver Clients only – last date service was provided _____.
                                                                                              (Date)

            _____
                                  (Signature)

MAP-24 (Rev. 02/2001)

MAP 24 Memorandum to Local Community Based Services

7.1 Conditions of Reimbursement

7.1.1 Mental Health Management Agency/Utilization Review Documentation

The facility shall maintain information in each resident's medical record which documents each period of MHMA certification and which adequately identifies all services and treatments provided for the patient.

7.1.2 The Notice of Availability of Income for Long Term Care (MAP-552)

7.1.2.1 MAP-552/LO2 Process and Requirements

The local office of the Department for Community Based Services (DCBS) shall initiate a form MAP-552 after the patient status has been established in a Psychiatric Residential Treatment Facility.

The Department for Community Based Services initiates action on the MAP-552 when they have received a Certification for Psychiatric Facility Placement form (LO2) from MHMA. Upon receipt of the LO2, the local DCBS staff conducts a financial investigation of the applicant and makes a determination as to the amount of income that is to be considered as "available income" to be applied toward the cost of care.

Receipt of the MAP-552 by the facility is notification that the facility can bill the KY Medicaid Program for services provided to a KY Medicaid resident. Since claims processed prior to entry into the system of continuing income data rejects, it is recommended that claims be submitted only after the MAP-552 is received by the Psychiatric Residential Treatment Facility.

When there is a change in the amount of the continuing income received by the resident (either an increase or a decrease), a MAP-552 shall be prepared by the DCBS eligibility worker. Income data entered on the MAP-552 remains in effect until a new MAP-552 is issued. A copy of a MAP-552 can be found on page 8-46.

7.1.2.2 Income Disregard Period

The resident income is disregarded through the month of admission when initially admitted to a facility; however, for residents in private pay status who become Title XIX eligible while in the facility, there is no income disregard period. The continuing income as indicated on the MAP-552 is to be collected by the facility from the resident or responsible party, for example family, guardian, or conservator. A direct transfer to another psychiatric residential treatment facility shall not begin another period of income disregard. If the resident is out of provider payment status for thirty days or more, DMS allows a new income disregard period.

7.1.2.3 Collection of Continuing Income for Partial Month of Service

If a partial month of service is provided, the total amount of a resident's available income is not collected. The KY Medicaid Program automatically prorates the resident's available income and deducts from its payment that portion of the income available for collection for a partial month of service. The following formula is used:

- Days of Service X Resident's Available Income + Days in Month = Amount to be Collected from Resident or APPLICABLE INCOME for that Portion of the Month.

- Example: ten days X $110 + 30 days in month, $36.67

MAP 24 Memorandum to Local Community Based Services

7.1.2.4   Collection of Continuing Income for Psychiatric Residential Treatment Facility Residents Admitted to a Mental Hospital

If a Psychiatric Residential Treatment Facility resident is admitted to a mental hospital on leave of absence (LOA) days, continuing income is considered in payment to the Psychiatric Residential Treatment Facility. If the Psychiatric Residential Treatment Facility resident is admitted to a mental hospital and is not on leave of absence from the Psychiatric Residential Treatment Facility, continuing income is subtracted from the mental hospital payment.

Prior to billing KY Medicaid for a Psychiatric Residential Treatment Facility resident who is on leave of absence days to a mental hospital, the Psychiatric Residential Treatment Facility provider is required to complete form MAP-31 (Rev. 7/91) to list the number of leave of absence (LOA) days the resident is allowed for the Psychiatric Residential Treatment Facility during that admission to the mental hospital.

Instructions for completion of Psychiatric Residential Treatment Facility Notification Form MAP-31 may be found on page 9-50.

7.1.2.5   Residents Committed to the Custody of the Department for Community Based Services

The DCBS local office shall be notified of the placement of residents in a psychiatric residential treatment facility by the Department for Community Based Services. If a MAP-552 has not been received by the facility within 60 days the facility can, after an L02 has been issued by the MHMA Coordinator, contact the Division of Family Services within the Department for Community Based Services. Questions concerning placement of residents who are committed to the custody of the Department for Community Based Services shall be addressed to the Director's Office of the Division of Family Services at 1-502-564-5813.

7.2   Payment from Resident

The KY Medicaid Program requires all Psychiatric Residential Treatment Facilities that participate in the Program to report ALL payments or deposits made toward a resident's account, regardless of the source of payment. In the event that the Psychiatric Residential Treatment Facility receives payment from an eligible KY Medicaid Program resident for a covered service, the KY Medicaid Program regulations preclude payment being made by the Program for that service unless documentation is received that the payment has been refunded. This policy does not apply to payments made by residents for non-covered services or continuing income amounts.

7.3   Equal Charge

The charge made to the KY Medicaid Program shall be the same charge made for comparable services provided to any party or payer.

7.4   Duplicate or Inappropriate Payments

Any duplicate or inappropriate payment by the KY Medicaid Program, whether due to erroneous billing or payment system faults, shall be refunded to the KY Medicaid Program. Refund checks shall be made payable to "KY State Treasurer" and sent immediately to:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
ATTN: Financial Services Unit

MAP 24 Memorandum to Local Community Based Services

Failure to refund a duplicate or inappropriate payment could be interpreted as fraud or abuse and prosecuted.

7.5 Deposits

Deposits shall not be required or accepted of those persons eligible for KY Medicaid. Presentation of a current Member Identification Card and meeting patient status as determined by MHMA for Psychiatric Residential Treatment Facility Services constitute KY Medicaid eligibility for services. Any deposit obtained prior to KY Medicaid eligibility shall be returned to the resident or responsible party when eligibility is determined. Deposits must be refunded PRIOR TO BILLING THE KY MEDICAID PROGRAM.

7.6 Days

The following provides parameters regarding days:

- For KY Medicaid purposes, a day is considered in relation to the midnight census.
- KY Medicaid can pay the date of admission but cannot pay the date of discharge (death). Charges incurred on the date of discharge (death) are KY Medicaid-allowable covered charges.
- Residents or responsible parties cannot be billed for the date of discharge (death).

7.7 Personal Items as a Component of Routine Costs

Resident's personal items (for example toothpaste, toothbrushes, deodorants, lotions, shampoo, paper tissues, mouthwashes etc.) are considered part of routine services. These items are provided without cost to the resident and are not billable to residents or responsible parties.

7.8 Leave of Absence Policy

The KY Medicaid Program can make payment to a Psychiatric Residential Treatment Facility during a Title XIX resident's absence for acute care hospitalization, mental hospital, psychiatric bed at an acute care hospital, and other leaves of absence provided certain criteria are met.

Facilities shall allow residents for whom KY Medicaid is paying to reserve a bed and to return to that bed when they are ready for charge from the hospital or when returning from other leaves of absence, regardless of the day of the week, including holidays and weekends.

If the facility chooses not to reserve a bed for a resident for whom leave of absence days are available, the facility must advise the resident prior to his or her departure from the facility that a bed is not reserved for their use upon return from the hospital/home visit.

7.8.1 Criteria for Reimbursable Leaves of Absence

The following are the reimbursable leaves of absence criteria:

- The resident is in Title XIX payment status and has been a resident of the facility at least overnight.
- The resident can be reasonably expected to return to the facility.
- Due to a demand at the facility for beds, there is likelihood that another resident would occupy the bed were it not reserved.

MAP 24 Memorandum to Local Community Based Services

- Hospitalization must be in KY Medicaid participating hospitals. The admission must be approved by the KY Medicaid Program Peer Review Organization (PRO) or the KY Medicaid designated review agency, the MHMA.
- For leaves of absence other than for hospitalization, the resident's physician orders and plan of care provide for such leaves. Leaves of absence include visits with relatives and friends.

7.8.1.1 Vendor Payment

Vendor payment for leave of absence days is limited as follows:

- A maximum of 14 days per admission for an acute care hospital stay
- A maximum of 14 days per calendar year for admissions to a mental hospital or a psychiatric bed of an acute care hospital
- A maximum of 21 days per six months periods during a calendar year (January through June and July through December) for other leaves of absence
- A maximum of 30 consecutive days for hospital and other leaves of absence combined
- Maximums are applied per provider

MAP 24 Memorandum to Local Community Based Services

MAP-552p   COMMONWEALTH OF KENTUCKY
(03/98) CABINET FOR HEALTH SERVICES
        DEPARTMENT FOR SOCIAL INSURANCE
            NOTICE OF AVAILABILITY OF INCOME FOR LONG TERM CARE/WAIVER AGENCY/HOSPICE

MAID NUMBER:_____   ( ) CORRECTION

        ( ) INITIAL

PROGRAM: _____   ( ) CHANGE

CLIENT'S NAME:_____ DATE OF BIRTH:_____
PROVIDER NUMBER:_____
ADMISSION DATE:_____ DISCHARGE DATE:_____ DEATH DATE:_____
LEVEL OF CARE_____ LTC INELIGIBLE DATE:_____

FAMILY STATUS:_____ SPOUSE STATUS:_____

INCOME COMPUTATION:

UNEARNED INCOME SOURCE   AMOUNT

            RSDI $_____

            SSI $_____

            RR $_____

            VA $_____

            STATE SUPPLEMENTATION $_____

            OTHER $_____

               SUB-TOTAL UNEARNED INC. $_____

                                                    CASE STATUS

EARNED INCOME   AMOUNT   ACTIVE CASE:_____

        WAGES $_____ IF ACTIVE, EFF. MA DATE:_____

        EARNED INC. DEDUCTION $_____ IF DISC. EFF. MA DATE:_____

           SUB-TOTAL EARNED INC. $_____

TOTAL INCOME $_____ NOTIF. FORM:_____

                                                    NOTIF. FORM DATE:_____

DEDUCTIONS   AMOUNT

        PERSONAL NEEDS ALLOWANCE $_____ EFF. DATE OF CORR:_____

        INCREASED PNA $_____ ENDING DATE OF CORR:_____

        SPOUSE/FAMILY MAINT. $_____

        SMI $_____ PRIVATE PAY PATIENT

        HEALTH INS $_____ FROM:_____ THRU_____

INCURRED MEDICAL EXPENSES $_____

8   Form Requirements

8.1   Completion of PRTF Notification (MAP-31)

The MAP-31 is used to report Leave of Absence (LOA) days to a psychiatric inpatient hospital by the Psychiatric Residential Treatment Facility (PRTF) Service in order to allow continuing income to be subtracted from the KY Medicaid payment. If the resident is not on leave of absence days, payment is subtracted from the psychiatric inpatient hospital payment.

This form is to be completed in full and copies forwarded to the appropriate state agencies. This flow of information is essential for timely payment to the facility and efficient records for the Department for Medicaid Services.

8.1.1   Instructions for the Completion of the (MAP-31)

The following tables provide helpful information for completing the MAP-31:

Psychiatric Residential Treatment Facility Service Center	Enter the name of the facility where services were provided.
Address	Enter the mailing address of the facility.
City, State, Zip Code	Enter the mailing city, state, and zip code of the facility.
Patient Name	Enter the member's first and last name.
Social Security Number	Enter the member's social security number.
Bed Reservation Days Available	Enter the number of days a bed is being held available for the member.

MARK APPROPRIATE BOX	
First Box	Enter the beginning (date) of temporary absences and name of the (temporary facility).
Second Box	Enter the (date) the member returned from name of (temporary facility).
Third Box	Enter the (date) the member was officially discharged from this facility. Name of place where the member is now residing.

Signature	An authorized signature of provider representative.
Title	Enter the title of authorized signature.
Date	Enter the date of authorized signature.

MAP-31 (7/91)

COMMONWEALTH OF KENTUCKY
CABINET FOR HUMAN RESOURCES
DEPARTMENT FOR MEDICAID SERVICES

PSYCHIATRIC RESIDENTIAL TREATMENT FACILITY SERVICE NOTIFICATION FORM

TO: Department for Community Based Services

FROM:
_____
(Psychiatric Residential Treatment Facility Service Center)

_____
(Address)

_____
(City, State, Zip Code)

SUBJECT: _____
(Patient Name)

_____
(Social Security Number)   (Bed Reservation Days Available)

☐ This is to notify you that the above referenced resident is temporarily absent from this facility beginning _____ and is temporarily residing in _____ psychiatric care facility.

☐ This is to notify you that the above referenced resident was officially re-admitted to this facility on _____ from _____ psychiatric care facility.

☐ This is to notify you that the above referenced resident was officially discharged from this facility on _____ and is now residing at _____.

I certify that the above information is correct and true.

I understand that it is my responsibility to notify the Department for Community Based Services within 3 days of any changes regarding the temporary absence or discharge of a psychiatric residential treatment facility patient.

I understand that I may be subject to prosecution for fraud if I provide false information or fail to report changes within the appropriate time frame regarding the temporary absence or discharge of a psychiatric residential treatment facility service patient.

_____   _____
(Signature)   (Title) (Date)

8.2 Billing Leave of Absence (LOA) Days

Following are examples for billing leave of absence (LOA) days. Leave of absence days are billed separately from days the resident was actually in the facility. A separate billing form is required for each different applicable accommodation revenue code.

The following examples illustrate proper billing procedures on the UB-04 billing form. Billing examples for residents with leave of absence days are illustrated below.

Example #1

The resident is admitted to the facility on 06/01/2010 and stays until leaving for Acute Care Hospital stay on 06/15/2010. The member returns to the residential facility on 06/21/2010 and remains through the end of the month.

First Claim:

Type of bill 812, patient status 30, statement covers 06/01/2010 – 06/14/2010; 14 days covered in Form Locator 7, 14 days in Form Locator 46, and 124 in Form Locator 42.

Second Claim:

Type of bill 813, patient status 30, and statement covers 06/15/2010 – 06/20/2010; six days covered in Form Locator 7, six days in Form Locator 46, and 183 in Form Locator 42.

Third Claim:

Type of bill 813, patient status code 30, and statement covers 06/21/2010 – 06/30/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 124 in Form Locator 42.

Example #2

The resident is in the facility on 07/01/2010, is admitted to a mental hospital on 7/10/2010, and returns to the facility on 07/21/2010 for the remainder of the month.

First Claim:

Type of bill 813, patient status 30, and statement covers 07/01/2010 – 07/10/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 124 in Form Locator 42.

Second Claim:

Type of bill 813, patient status 30, and statement covers 07/11/2010 – 07/20/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 180 in Form Locator 42.

Third Claim:

Type of bill 813, patient status 30, and statement covers 07/21/2010 – 07/31/2010; 11 days covered in Form Locator 7, 11 days in Form Locator 46, and 124 in Form Locator 42.

Example #3

The member of the facility leaves the facility on 08/11/2010, is admitted to a psychiatric bed in an acute hospital for seven days, and returns to the facility on 08/18/2010 for the remainder of the month.

First Claim:

Type of bill, patient status code 30, statement covers 08/01/2010 – 08/10/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 124 in Form Locator 42.

Second Claim:

Type of bill 813, patient status code 30, and statement covers 08/11/2010 – 08/17/2010; seven days covered in Form Locator 7, seven days in Form Locator 46, and 183 in Form Locator 42.

Third Claim:

Type of bill 813, patient status code 30, and statement covers 08/18/2010 – 08/31/2010; 14 days covered in Form Locator 7, 14 days in Form Locator 46, and 124 in Form Locator 42.

Example #4

The member leaves for a home visit of 14 days during the month beginning on 09/11/2010 through 09/24/2010. The member then returns to the facility on 09/25/2010 for the remainder of the month.

First Claim:

Type of bill 813, patient status code 30, and statement covers 09/01/2010 – 09/10/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 124 in Form Locator 42.

Second Claim:

Type of bill 813, patient code 30, and statement covers 09/11/2010 – 09/24/2010; 14 days covered in Form Locator 7, 14 days in Form Locator 46, and 183 in Form Locator 42.

Third Claim:

Type of bill 813, patient status code 30, and statement covers 09/25/2010 – 09/30/2010; six days covered in Form Locator 7, 14 days in Form Locator 46, and 124 in Form Locator 42.

Example #5

The resident leaves the facility on 10/11/2010 for an Acute Hospital stay for three days then returns home with his parents on 10/14/2010 for seven days before going back to the facility on 10/21/2010 for the remainder of the month.

First Claim:

Type of bill 813, patient status code 30, and statement covers 10/01/2010 – 10/10/2010; 10 days covered in Form Locator 7, 10 days in Form Locator 46, and 124 in Form Locator 42.

Second Claim:

Type of bill 813, patient status code 30, and statement covers 10/11/2010 – 10/13/2010; three days covered in Form Locator 7, three days in Form Locator 46, and 180 in Form Locator 42.

Third Claim:

Type of bill 813, patient status code 30, and statement covers 10/14/2010 – 10/20/2010; seven days covered in Form Locator 7, seven days in Form Locator 46, and 183 in Form Locator 42.

Fourth Claim:

Type of bill 813, patient status code 30, and statement covered 10/21/2010 – 10/31/2010; 11 days covered in Form Locator 7, 11 days in Form Locator 46, and 124 in Form Locator 42.

9 Appendix A – Internal Control Number

An Internal Control Number (ICN) is assigned by Gainwell to each claim. During the imaging process, a unique control number is assigned to each individual claim for identification, efficient retrieval, and tracking. The ICN consists of 13 digits and contains the following information:

$$\underset{1}{11} - \underset{2}{20} - \underset{3}{032} - \underset{4}{123456}$$

1. Region
    a. The *Region* in each ICN is the first set of numbers, which describes how the claim is received. The following table provides a description of each region:

Region	Description
10	PAPER CLAIMS WITH NO ATTACHMENTS
11	PAPER CLAIMS WITH ATTACHMENTS
20	ELECTRONIC CLAIMS WITH NO ATTACHMENTS
21	ELECTRONIC CLAIMS WITH ATTACHMENTS
22	INTERNET CLAIMS WITH NO ATTACHMENTS
23	INTERNET CLAIMS WITH ATTACHMENTS
40	CLAIMS CONVERTED FROM OLD MMIS
45	ADJUSTMENTS CONVERTED FROM OLD MMIS
50	ADJUSTMENTS – NON-CHECK RELATED
51	ADJUSTMENTS – CHECK RELATED
52	MASS ADJUSTMENTS – NON-CHECK RELATED
53	MASS ADJUSTMENTS – CHECK RELATED
54	MASS ADJUSTMENTS – VOID TRANSACTION
55	MASS ADJUSTMENTS – PROVIDER RATES
56	ADJUSTMENTS – VOID NON-CHECK RELATED
57	ADJUSTMENTS – VOID CHECK RELATED

2. Year of Receipt
3. Julian Date of Receipt (the Julian calendar numbers the days of the year 1 – 365; for example, 001 is January 1 and 032 (shown above) is February 1
4. Batch Sequence Used Internally

10 Appendix B – Remittance Advice

This section is a step-by-step guide to reading a Kentucky Medicaid Remittance Advice (RA). The following sections describe major categories related to processing/adjudicating claims. To enhance this document's usability, detailed descriptions of the fields on each page are included, reading the data from left to right, top to bottom.

10.1 Examples of Pages in a Remittance Advice

There are several types of pages in a Remittance Advice, including separate page types for each type of claim; however, if a provider does not have activity in that particular category, those pages are not included.

Following are examples of pages which may appear in a Remittance Advice:

FIELD	DESCRIPTION
Returned Claims	This section lists all claims that have been returned to the provider with a Return to Provider (RTP) letter. The RTP letter explains why the claim is being returned. These claims are returned because they are missing information required for processing.
Paid Claims	This section lists all claims paid in the cycle.
Denied Claims	This section lists all claims that denied in the cycle.
Claims In Process	This section lists all claims that have been suspended as of the current cycle. The provider should maintain this page and compare it with future Remittance Advices until all the claims listed have appeared on the PAID CLAIMS page or the DENIED CLAIMS page. Until that time, the provider need not resubmit the claims listed in this section.
Adjusted Claims	This section lists all claims that have been submitted and processed for adjustment or claim credit transactions.
Mass Adjusted Claims	This section lists all claims that have been mass adjusted at the request of the Department for Medicaid Services (DMS).
Financial Transactions	This section lists financial transactions with activity during the week of the payment cycle. **Note:** It is imperative the provider maintains any A/R page with an outstanding balance.
Summary	This section details all categories contained in the Remittance Advice for the current cycle, month to date, and year to date. Explanation of Benefit (EOB) codes listed throughout the Remittance Advice is defined in this section.
EOB Code Descriptions	EOB codes which appear in the RA are defined in this section.

Note: For the purposes of reconciliation of claims payments and claims resubmission of denied claims, it is highly recommended that all remittance advices be kept for at least one year.

10.2 Title

The header information that follows is contained on every page of the Remittance Advice.

```
REPORT:  CRA-XBPD-R              COMMONWEALTH OF KENTUCKY              DATE:  01/08/2021
   RA#:    99999999          MEDICAID MANAGEMENT INFORMATION SYSTEM    PAGE:         2
                               PROVIDER REMITTANCE ADVICE
```

FIELD	DESCRIPTION
DATE	The date the Remittance Advice was printed.
RA NUMBER	A system-generated number for the Remittance Advice.
PAGE	The number of the page within each Remittance Advice.
CLAIM TYPE	The type of claims listed on the Remittance Advice.
PROVIDER NAME	The name of the provider that billed. (The type of provider is listed directly below the name of the provider.)
PAYEE ID	The eight-digit Medicaid assigned provider ID of the billing provider.
NPI ID	The NPI number of the billing provider.

The category (type of page) begins each section and is centered (for example, *PAID CLAIMS*). All claims contained in each Remittance Advice are listed in numerical order of the prescription number.

10.3 Banner Page

All Remittance Advices have a "banner page" as the first page. The "banner page" contains provider-specific information regarding upcoming meetings and workshops, "top ten" billing errors, policy updates, billing changes etc. Please pay close attention to this page.

```
REPORT:  CRA-BANN-R                    COMMONWEALTH OF KENTUCKY                      DATE:  01/08/2021
RA#:       99999999           MEDICAID MANAGEMENT INFORMATION SYSTEM                PAGE:          1
                                     PROVIDER REMITTANCE ADVICE
                                       PROVIDER BANNER MESSAGE


JD PROVIDER                                                        PAYEE ID              9999999999
555 ANY STREET                                                    NPI ID                9999999999
CITY, KY  55555-0000                                              CHECK/EFT NUMBER       E99999999
                                                                  ISSUE DATE            01/08/2021
```

```
REPORT:    CRA-IPPD-R                    COMMONWEALTH OF KENTUCKY                        DATE: 01/08/2021
  RA#:         99999999             MEDICAID MANAGEMENT INFORMATION SYSTEM              PAGE:        2
                                          PROVIDER REMITTANCE ADVICE
                                              UB04 CLAIMS PAID


  JD PROVIDER                                                              PAYEE ID           9999999999
  555 ANY STREET                                                           NPI ID             9999999999
  CITY, KY  55555-0000                                                     CHECK/EFT NUMBER   E99999999
                                                                           ISSUE DATE         01/08/2021


   --ICN--          ATTENDING PROV.    SERVICE DATES  DAYS  ADMIT    BILLED AMT  ALLOWED AMT   SPENDDOWN   PATIENT     TPL      PAID
  PAT. ACCT NUM.                       FROM    THRU          DATE                              COPAY AMT   LIABILITY   AMT       AMT
  MEMBER NAME: JOHN DOE                              MEMBER ID: 9999999999
  9999999999999       9999999999       122920  123120   2   122920    10,366.81        0.00        0.00                0.00   3,846.59
     9999999999                                                                                    0.00        0.00
                                                                           HEADER EOBS: 3001  9932
  LN    REV CD HCPCS/RATE   SRV DATE    DRG CODE      UNITS      BILLED AMT  ALLOWED AMT   DETAIL EOBS
  0001  111                 122920      0807           2.00       3,555.42        0.00     9932
  0002  250                 122920      0807          48.00          63.24        0.00     9932
  0003  300                 122920      0807           5.00         118.32        0.00     9932
  0004  301                 122920      0807           1.00         240.00        0.00     9932
  0005  302                 122920      0807           1.00          44.13        0.00     9932
  0006  306                 122920      0807           2.00         217.75        0.00     9932
  0007  307                 122920      0807           1.00           7.47        0.00     9932
  0008  370                 122920      0807           1.00         200.00        0.00     9932
  0009  510                 122920      0807           1.00         110.50        0.00     9932
  0010  720                 122920      0807           1.00         474.00        0.00     9932
  0011  722                 122920      0807           1.00       5,335.98        0.00     9932
                                       Total:         64.00      10,366.81        0.00
```

10.4 Paid Claims Page

The table below provides a description of each field on the Paid Claims page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Account Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
ATTENDING PROVIDER	The member's attending provider.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
DAYS	The number of days billed.
ADMIT DATE	The admit date of the member.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
ALLOWED AMOUNT	The allowed amount for Medicaid.
SPENDDOWN COPAY AMOUNT	The amount collected from the member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS PAID ON THIS RA	The total number of paid claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the provider for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).
TOTAL PAID	The total dollar amount paid by Medicaid for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).

```
REPORT:  CRA-OPDN-R                      COMMONWEALTH OF KENTUCKY                        DATE:   01/08/2021
RA#:      99999999              MEDICAID MANAGEMENT INFORMATION SYSTEM                   PAGE:         80
                                       PROVIDER REMITTANCE ADVICE
                                          UB04 CLAIMS DENIED


JD PROVIDER                                                              PAYEE ID             9999999999
555 ANY STREET                                                          NPI ID               9999999999
CITY, KY  55555-0000                                                   CHECK/EFT NUMBER      E99999999
                                                                        ISSUE DATE           01/08/2021


    --ICN--            ATTEND PROV.      SERVICE DATES        BILLED        TPL      SPENDDOWN
    --PATIENT NUMBER--                  FROM     THRU       AMOUNT        AMOUNT     AMOUNT
MEMBER NAME: JOHN DOE                                     MEMBER ID:  9999999999
 9999999999999        9999999999       123120  123120      321.39          0.00       0.00
  9999999999
                                                           HEADER EOBS: 1784

LN    REV  CD HCPCS/RATE SRV DATE   MODIFIERS      UNITS      BILLED AMT   DETAIL EOBS
0001  352     73200      123120                     1.00        321.39
                                      Total:        1.00        321.39
```

10.5 Denied Claims Page

The table below provides a description of each field on the Denied Claims page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
ATTENDING PROVIDER	The member's attending provider.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
DAYS	The number of days billed.
ADMIT DATE	The admit date of the member.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount owed from the member.
CLAIM PMT. AMT.	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS DENIED ON THIS RA	The total number of denied claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the Home Health Services for all claims listed on the DENIED CLAIMS page of the Remittance Advice (only on final page of section).
TOTAL PAID	The total dollar amount paid by Medicaid for all claims listed on the DENIED CLAIMS page of the Remittance Advice (only on the final page of section).

```
REPORT:   CRA-HHSU-R                          COMMONWEALTH OF KENTUCKY                          DATE:   01/08/2021
 RA#:       99999999                     MEDICAID MANAGEMENT INFORMATION SYSTEM                 PAGE:        10
                                               PROVIDER REMITTANCE ADVICE
                                               UB04 CLAIMS IN PROCESS


JD PROVIDER                                                                  PAYEE ID           9999999999
555 ANY STREET                                                               NPI ID             9999999999
CITY, KY  55555-0000                                                         CHECK/EFT NUMBER   E999999999
                                                                             ISSUE DATE         01/08/2021


    --ICN--      ATTEND PROV.        SERVICE DATES         BILLED        TPL       SPENDDOWN
    --PATIENT NUMBER--               FROM     THRU         AMOUNT        AMOUNT    AMOUNT
MEMBER NAME: JOHN DOE                            MEMBER  ID:  9999999999
 9999999999999      9999999999      120320 123020         345.60        0.00       0.00
    99999999999999999999
LN    REV CD HCPCS/RATE  SRV DATE  MODIFIERS      UNITS        BILLED AMT  DETAIL EOBS
0001  270    T4535       120320                   384.00          345.60  0505 9940
                                    Total:        384.00          345.60
RELATED HISTORY – LINE    HISTORY ICN       DATE PAID
                1      9999999999999       20201211
```

10.6 Claims in Process Page

The table below provides a description of each field on the Claims in Process page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
ATTENDING PROVIDER	The attending provider's NPI.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
DAYS	The number of days billed.
ADMIT DATE	The admit date of the member.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount owed from the member.

```
REPORT:   CRA-IPPD-R                     COMMONWEALTH OF KENTUCKY (M1)                        DATE:    01/08/2021
 RA#:       99999999              MEDICAID MANAGEMENT INFORMATION SYSTEM                      PAGE:           2
                                        PROVIDER REMITTANCE ADVICE
                                            CLAIMS RETURNED
JD PROVIDER                                                                PAYEE ID          9999999999
555 ANY STREET                                                            NPI ID
CITY, KY  55555-0000                                                      CHECK/EFT NUMBER   E99999999
                                                                         ISSUE DATE         01/08/2021

  -ICN--            REASON CODE
9999999999999          01




     CLAIMS RETURNED:   01
```

10.7 Returned Claim

The table below provides a description of each field on the Returned Claim page:

FIELD	DESCRIPTION
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
REASON CODE	A code denoting the reason for returning the claim.
CLAIMS RETURNED ON THIS RA	The total number of returned claims on the Remittance Advice.

Note: Claims appearing on the "returned claim" page are returned via regular mail. The actual claim is returned with a "return to provider" sheet attached, indicating the reason for the claim being returned.

```
REPORT:  CRA-IPAD-R                        COMMONWEALTH OF KENTUCKY                              DATE:   01/08/2021
  RA#:     99999999               MEDICAID MANAGEMENT INFORMATION SYSTEM                         PAGE:         18
                                       PROVIDER REMITTANCE ADVICE
                                        UB04 CLAIM ADJUSTMENTS

JD PROVIDER                                                                   PAYEE ID            9999999999
555 ANY STREET                                                                NPI ID              9999999999
CITY, KY  55555-0000                                                          CHECK/EFT NUMBER    E99999999
                                                                              ISSUE DATE          01/08/2021


      -PATIENT NUMBER.-        ICN          SERVICE DATES      BILLED      TPL    CO-PAY  SPENDOWN   PATIENT    PAID
                                            FROM     THRU      AMOUNT     AMOUNT  AMOUNT   AMOUNT   LIABILITY  AMOUNT

   *** ADJUSTMENT TO CLAIM 9999999999999   ORIGINALLY PAID ON 20200522
       FOR MEMBER  JOHN DOE                           MEMBERID # 9999999999
       PROVIDED 042920  BILLED AMOUNT:   -95,258.30   PAID AMOUNT:   -12.841.68
   ADJUSTMENT REASON: 8515    YOUR VOID TRANSACTION HAS BEEN PROCESSED.
   *** NEW CLAIM   9999999999999
   MEMBER NAME: JOHN DOE                         MEMBERID: 9999999999
    99999999999            9999999999999     042920  051220  -95,258.30      -0.00          -0.00            -0.00
                                                                                    -0.00          -0.00

   ADJUSTMENT REASON: 8515    YOUR VOID TRANSACTION HAS BEEN PROCESSED.
                                                                     HEADER EOBS:   3001 8179 9932
   LN     REV CD  PROC    DRG      QTY  SERVICE DATES    BILLED AMT   CO-PAY AMT   PAID AMT  EOBS
   0001    200            0871     9.00 042920 051220     67,470.75        0.00       0.00  9932
   0002    206            0871     4.00 042920 051220     14,784.96        0.00       0.00  9932
   0003    250            0871   638.00 042920 051220      1,697.59        0.00       0.00  9932
   0004    260            0871     1.00 042920 051220        534.69        0.00       0.00  9932
   0005    300            0871   139.00 042920 051220      5,269.47        0.00       0.00  9932
   0006    301            0871    59.00 042920 051220        681.62        0.00       0.00  9932
   0007    306            0871     2.00 042920 051220        217.75        0.00       0.00  9932
   0008    324            0871     2.00 042920 051220        355.92        0.00       0.00  9932
   0009    450            0871     2.00 042920 051220      3,817.96        0.00       0.00  9932
   0010    730            0871     2.00 042920 051220        355.92        0.00       0.00  9932
   0011    940            0871     1.00 042920 051220        108.21        0.00       0.00  9932
   NET EFFECT OF ADJ:          859.00                                     0.00       0.00     -12,841.68
```

Providers have an option of requesting an adjustment, as indicated above; or requesting a cash refund (form and instructions for its completion can be found in the Billing Instructions).

If a cash refund is submitted, an adjustment **CANNOT** be filed.
If an adjustment is submitted, a cash refund **CANNOT** be filed.

10.8 Adjusted Claims Page

The information on this page reads left to right and does not follow the general headings:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
ALLOWED AMOUNT	The amount allowed for this service.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
COPAY AMOUNT	Copay amount to be collected from member.
SPENDDOWN AMOUNT	The amount to be collected from the member.
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
PAID AMOUNT	Amount paid.

Note: The ORIGINAL claim information appears first, followed by the NEW (adjusted) claim information.

```
REPORT:   CRA-TRAN-R                          COMMONWEALTH OF KENTUCKY                           DATE: 12/25/2020
 RA#:      99999999                       MEDICAID MANAGEMENT INFORMATION SYSTEM                  PAGE:        157
                                              PROVIDER REMITTANCE ADVICE
                                              FINANCIAL TRANSACTIONS


JD PROVIDER                                                                  PAYEE ID             9999999999
555 ANY STREET                                                               NPI ID               9999999999
CITY, KY  55555-0000                                                         CHECK/EFT NUMBER     E99999999
                                                                             ISSUE DATE           12/25/2020


                          ---------------NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS---------------
   TRANSACTION                    PAYOUT    REASON   RENDERING            SVC DATE
    NUMBER        --CCN--       --AMOUNT--   CODE    PROVIDER         FROM    THRU    MEMBER NO.   MEMBER NAME

                          NO NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS

                          -------------- CLAIM SPECIFIC REFUNDS FROM PROVIDERS ---------------
                    REFUND      ICN                  REASON
   --CCN--         --AMOUNT--   REFUNDED             CODE    REASON DESCRIPTION


                          NO NON-CLAIM SPECIFIC REFUNDS FROM PROVIDERS
                                       ---------------ACCOUNTS RECEIVABLE---------------
   A/R            SETUP     RECD/RECPD       ORIGINAL         A/R        TOTAL       INT       INT               REASON
 NUMBER/ICN       DATE      THIS CYCLE        AMOUNT       INC/DEC    RECD/RECP     CALC      RECD     BALANCE    CODE

 9999999999999  122520        44.49          44.49         0.00        44.49      -0.00      0.00      0.00      8400
        Member id:  0000000000
```

10.9 Financial Transaction Page

The tables below provide a description of each field on the Financial Transaction page.

10.9.1 Non-Claim Specific Payouts to Providers

FIELD	DESCRIPTION
TRANSACTION NUMBER	The tracking number assigned to each financial transaction.
CCN	The cash control number (CCN) assigned to refund checks for tracking purposes.
PAYMENT AMOUNT	The amount paid to the provider when the financial reason code indicates money is owed to the provider.
REASON CODE	The payment reason code.
RENDERING PROVIDER	The rendering provider of the service.
SERVICE DATES	The from and through dates of service.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

10.9.2 Non-Claim Specific Refunds from Providers

FIELD	DESCRIPTION
CCN	The cash control tracking number assigned to refund checks for tracking purposes.
REFUND AMOUNT	The amount refunded by the provider.
REASON CODE	The two-byte reason code specifying the reason for the refund.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

10.9.3 Accounts Receivable

FIELD	DESCRIPTION
A/R NUMBER/ICN	This is the 13-digit Internal Control Number used to identify records for one accounts receivable transaction.
SETUP DATE	The date entered on the accounts receivable transaction in the MM/DD/CCYY format. This date identifies the beginning of the accounts receivable event.
RECOUPED THIS CYCLE	The amount of money recouped on this financial cycle.

FIELD	DESCRIPTION
ORIGINAL AMOUNT	The original accounts receivable transaction amount owed by the provider.
TOTAL RECOUPED	This amount is the total of the provider's checks and recoupment amounts posted to this accounts receivable transaction.
BALANCE	The system-generated balance remaining on the accounts receivable transaction.
REASON CODE	A two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account.

All initial accounts receivable allows 60 days from the "setup date" to make payment on the accounts receivable. After 60 days, if the accounts receivable has not been satisfied nor a payment plan initiated, monies are recouped from the provider on each Remittance Advice until satisfied.

This is your only notification of an accounts receivable setup. Please keep all Accounts Receivable Summary pages until all monies have been satisfied.

```
REPORT:  CRA-SUMM-R                      COMMONWEALTH OF KENTUCKY              DATE:    01/08/2021
RA#:      99999999              MEDICAID MANAGEMENT INFORMATION SYSTEM        PAGE:         14
                                       PROVIDER REMITTANCE ADVICE
                                               SUMMARY                   PAYEE ID         9999999999
JD PROVIDER                                                              NPI ID           9999999999
555 ANY STREET                                                           CHECK/EFT NUMBER E99999999
CITY, KY  55555-0000                                                     ISSUE DATE       01/08/2021

                            -----------------------CLAIMS DATA-----------------------

                            CURRENT    CURRENT   MONTH-TD   MONTH-TD  YEAR-TD   YEAR-TD
                            NUMBER     AMOUNT    NUMBER     AMOUNT    NUMBER    AMOUNT
        CLAIMS PAID             24   12,111.41      25    12,951.59     25    12,951.59
        CLAIM ADJUSTMENTS        0        0.00       0         0.00      0         0.00
        MASS ADJUSTMENTS         0        0.00       0         0.00      0         0.00
        TOTAL CLAIM PAYMENTS    24   12,111.41      25    12,951.59     25    12,951.59
        CLAIMS DENIED            1                   1                   1
        CLAIMS IN PROCESS        9

                            -----------------------EARNINGS DATA-----------------------

        PAYMENTS:
          CLAIMS PAYMENTS               12,111.41          12,951.59          12,951.59

          SYSTEM PAYOUTS (NON-CLAIM SPECIFIC)   0.00            0.00               0.00
          ACCOUNTS RECEIVABLE (OFFSETS):
            CLAIM SPECIFIC:
              CURRENT CYCLE              (0.00)              (0.00)             (0.00)
              OUTSTANDING FROM PREVIOUS CYCLES (0.00)        (0.00)             (0.00)
            NON-CLAIM SPECIFIC OFFSETS   (0.00)              (0.00)             (0.00)

        TOTAL CLAIM PAYMENTS            12,111.41           12,951.59          12,951.59

        REFUNDS:
          CLAIM SPECIFIC ADJUSTMENT REFUNDS   (0.00)        (0.00)             (0.00)
          NON-CLAIM SPECIFIC REFUNDS    (0.00)              (0.00)             (0.00)

        OTHER FINANCIAL:
          MANUAL PAYOUTS (NON-CLAIM SPECIFIC)   0.00            0.00               0.00
          VOIDS                         (0.00)              (0.00)             (0.00)

        NET EARNINGS                   12,111.41           12,951.59          12,951.59
```

```
REPORT:  CRA-EOBM-R                     COMMONWEALTH OF KENTUCKY (M1)                        DATE:  12/11/2020
 RA#:       99999999                 MEDICAID MANAGEMENT INFORMATION SYSTEM                  PAGE:        14
                                          PROVIDER REMITTANCE ADVICE
                                            EOB CODE DESCRIPTIONS


JD PROVIDER                                                           PAYEE ID            9999999999
555 ANY STREET                                                        NPI ID
CITY, KY  55555-0000                                                  CHECK/EFT NUMBER    E999999999
                                                                      ISSUE DATE          12/11/2020



 EOB CODE                    EOB CODE DESCRIPTION
 0022       COVERED DAYS ARE NOT EQUAL TO ACCOMMODATION UNITS.
 0271       CLAIM DENIED. MEMBER AVAILABLE INCOME INFORMATION NOT ON FILE FOR THE MONTH OF SERVICE. PLEASE CONTACT DMS AT 502-564-6885.
 0409       INVALID PROVIDER TYPE BILLED ON CLAIM FORM.
 0883       CLAIM DENIED. DUPLICATE PROCEDURE HAS BEEN PAID.
 9999       PROCESSED PER MEDICAID POLICY.


 HIPAA REASON CODE       HIPAA ADJ REASON CODE DESCRIPTION
 0016       Claim/service lacks information which is needed for adjudication. Additional information is supplied using remittance
            advice remarks codes whenever appropriate.
 0018       Duplicate claim/service.
 0052       The referring/prescribing/rendering provider is not eligible to refer/prescribe/order/perform the service billed.
 0092       Claim paid in full.
 00A1       Claim denied charges.
```

10.10 Summary Page

The tables below provide a description of each field on the Summary page:

FIELD	DESCRIPTION
CLAIMS PAID	The number of paid claims processed, current month and year to date.
CLAIM ADJUSTMENTS	The number of adjusted/credited claims processed, adjusted/credited amount billed, and adjusted/credited amount paid or recouped by Medicaid. If money is recouped, the dollar amount is followed by a negative (-) sign. These figures correspond with the summary of the last page of the ADJUSTED CLAIMS section.
PAID MASS ADJ CLAIMS	The number of mass adjusted/credited claims, mass adjusted/credited amount billed, and mass adjusted/credited amount paid or recouped by Medicaid. These figures correspond with the summary line of the last page of the MASS ADJUSTED CLAIMS section. Mass Adjustments are initiated by Medicaid and Gainwell for issues that affect a large number of claims or providers. These adjustments have their own section "MASS ADJUSTED CLAIMS" page but are formatted the same as the ADJUSTED CLAIMS page.
CLAIMS DENIED	These figures correspond with the summary line of the last page of the DENIED CLAIMS section.
CLAIMS IN PROCESS	The number of claims processed that suspended along with the amount billed of the suspended claims. These figures correspond with the summary line of the last page of the CLAIMS IN PROCESS section.

10.10.1　　　Payments

FIELD	DESCRIPTION
CLAIMS PAYMENT	The number of claims paid.
SYSTEM PAYOUTS	Any money owed to providers.
NET PAYMENT	The total check amount.
REFUNDS	Any money refunded to Medicaid by a provider.
OTHER FINANCIAL	This field appears on the Summary page when appropriate.
NET EARNINGS	The 1099 amount.

EXPLANATION OF BENEFITS

FIELD	DESCRIPTION
EOB	A five-digit number denoting the explanation of benefits detailed on the Remittance Advice.
EOB CODE DESCRIPTION	A description of the EOB code. All EOB codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an EOB code is detailed on the Remittance Advice.

EXPLANATION OF REMARKS

FIELD	DESCRIPTION
REMARK	A five-digit number denoting the remark identified on the Remittance Advice.
REMARK CODE DESCRIPTION	A description of the Remark code. All remark codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times a Remark code is detailed on the Remittance Advice.

EXPLANATION OF ADJUSTMENT CODE

FIELD	DESCRIPTION
ADJUSTMENT CODE	A two-digit number denoting the reason for returning the claim.
ADJUSTMENT CODE DESCRIPTION	A description of the Adjustment code. All adjustment codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an adjustment code is detailed on the Remittance Advice.

EXPLANATION OF RTP CODES

FIELD	DESCRIPTION
RTP CODE	A two-digit number denoting the reason for returning the claim.
RETURN CODE DESCRIPTION	A description of the RTP code. All RTP codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an RTP code is detailed on the Remittance Advice.

11 Appendix C – Remittance Advice Location Codes (LOC CD)

The following is a code indicating the Department for Medicaid Services branch/division or other agency that originated the Accounts Receivable:

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge Off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

12 Appendix D – Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

The following is a two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account:

Code	Description	Code	Description
01	Prov Refund – Health Insur Paid	59	Non-Claim Related Overage
02	Prov Refund – Member/Rel Paid	60	Provider Initiated Adjustment
03	Prov Refund – Casualty Insu Paid	61	Provider Initiated CLM Credit
04	Prov Refund – Paid Wrong Vender	62	CLM CR – Paid Medicaid VS Xover
05	Prov Refund – Apply to Acct Recv	63	CLM CR – Paid Xover VS Medicaid
06	Prov Refund – Processing Error	64	CLM CR – Paid Inpatient VS Outp
07	Prov Refund – Billing Error	65	CLM CR – Paid Outpatient VS Inp
08	Prov Refund – Fraud	66	CLS Credit – Prov Number Changed
09	Prov Refund – Abuse	67	TPL CLM Not Found on History
10	Prov Refund – Duplicate Payment	68	FIN CLM Not Found on History
11	Prov Refund – Cost Settlement	69	Payout – Withhold Release
12	Prov Refund – Other/Unknown	71	Withhold – Encounter Data Unacceptable
13	Acct Receivable – Fraud	72	Overage .99 or Less
14	Acct Receivable – Abuse	73	No Medicaid/Partnership Enrollment
15	Acct Receivable – TPL	74	Withhold – Provider Data Unacceptable
16	Acct Recv – Cost Settlement	75	Withhold – PCP Data Unacceptable
17	Acct Receivable – Gainwell Request	76	Withhold – Other
18	Recoupment – Warrant Refund	77	A/R Member IPV
19	Act Receivable – SURS Other	78	CAP Adjustment – Other
20	Acct Receivable – Dup Payt	79	Member Not Eligible for DOS
21	Recoupment – Fraud	80	Adhoc Adjustment Request
22	Civil Money Penalty	81	Adj Due to System Corrections
23	Recoupment – Health Insur TPL	82	Converted Adjustment

Code	Description	Code	Description
24	Recoupment – Casualty Insur TPL	83	Mass Adj Warr Refund
25	Recoupment – Member Paid TPL	84	DMS Mass Adj Request
26	Recoupment – Processing Error	85	Mass Adj SURS Request
27	Recoupment – Billing Error	86	Third Party Paid – TPL
28	Recoupment – Cost Settlement	87	Claim Adjustment – TPL
29	Recoupment – Duplicate Payment	88	Beginning Dummy Recoupment Bal
30	Recoupment – Paid Wrong Vendor	89	Ending Dummy Recoupment Bal
31	Recoupment – SURS	90	Retro Rate Mass Adj
32	Payout – Advance to be Recouped	91	Beginning Credit Balance
33	Payout – Error on Refund	92	Ending Credit Balance
34	Payout – RTP	93	Beginning Dummy Credit Balance
35	Payout – Cost Settlement	94	Ending Dummy Credit Balance
36	Payout – Other	95	Beginning Recoupment Balance
37	Payout – Medicare Paid TPL	96	Ending Recoupment Balance
38	Recoupment – Medicare Paid TPL	97	Begin Dummy Rec Bal
39	Recoupment – DEDCO	98	End Dummy Recoup Balance
40	Provider Refund – Other TLP Rsn	99	Drug Unit Dose Adjustment
41	Acct Recv – Patient Assessment	AA	PCG 2 Part A Recoveries
42	Acct Recv – Orthodontic Fee	BB	PCG 2 Part B Recoveries
43	Acct Receivable – KENPAC	CB	PCG 2 AR CDR Hosp
44	Acct Recv – Other DMS Branch	DG	DRG Retro Review
45	Acct Receivable – Other	DR	Deceased Member Recoupment
46	Acct Receivable – CDR-HOSP-Audit	IP	Impact Plus
47	Act Rec – Demand Paymt Updt 1099	IR	Interest Payment
48	Act Rec – Demand Paymt No 1099	CC	Converted Claim Credit Balance
49	PCG	MS	Prog Intre Post Pay Rev Cont C
50	Recoupment – Cold Check	OR	On Demand Recoupment Refund
51	Recoupment – Program Integrity Post Payment Review Contractor A	RP	Recoupment Payout

Code	Description	Code	Description
52	Recoupment – Program Integrity Post Payment Review Contractor B	RR	Recoupment Refund
53	Claim Credit Balance	SC	SURS Contract
54	Recoupment – Other St Branch	SS	State Share Only
55	Recoupment – Other	UA	Gainwell Medicare Part A Recoup
56	Recoupment – TPL Contractor	UB	Gainwell Medicare Part B Recoup
57	Acct Recv – Advance Payment	XO	Reg. Psych. Crossover Refund
58	Recoupment – Advance Payment		

13 Appendix E – Remittance Advice Status Code (ST CD)

The following is a one-character code indicating the status of the accounts receivable transaction:

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

14 Appendix F – Acronyms

The following acronyms are used in this document:

Acronym	Description
A/R, AR	Accounts Receivable
BCCTP	Breast & Cervical Cancer Treatment Program
CAP	Corrective Action Plan
CCN	Cash Control Number
CDR	Claim Detail Requests
CLM	Claim
CMS	Centers for Medicare and Medicaid Services
CR	Credit
DCBS	Department for Community Based Services
DMS	Department for Medicaid Services
DOS	Date of Service
DRG	Diagnosis Related Group
ECS	Electronic Claims Submission
EDI	Electronic Data Interchange
EOB	Explanation of Benefits
EOMB	Explanation of Medicare Benefits
EPA	Electronic Prior Authorization
EPSDT	Early Periodic Screening, Diagnosis, and Treatment
FFP	Federal Financial Participation
FIN	Financial
HCPCS	Healthcare Common Procedure Coding System
HIPAA	Health Insurance Portability and Accountability Act
HOSP	Hospital
ICD	International Classification of Diseases
ICF	Intermediate Care Facility
ICN	Internal Control Number

Acronym	Description
ID	Identification
KCHIP	Kentucky Children's Health Insurance Program
KY	Kentucky
LOA	Leave of Absence
MCO	Managed Care Organization
MHMA	Mental Health Management of America
MMIS	Medicaid Management Information System
NPI	National Provider Identifier
OCR	Optical Character Recognition
PCP	Primary Care Provider
PE	Presumptive Eligibility
PRO	Peer Review Organization
PRTF	Psychiatric Residential Treatment Facility
QMB	Qualified Medicare Beneficiary
RA	Remittance Advice
RTP	Return to Provider
SLMB	Specified Low-Income Medicare Beneficiaries
SNF	Skilled Nursing Facility
SURS	Surveillance and Utilization Review Subsystem
TOB	Type of Bill
TPL	Third Party Liability
UB	Uniform Billing
VREV	Voice Response Eligibility Verification