

Delay Reason Codes User Guide

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About this User Manual

This user manual is designed to provide a how-to guide of the features and functionality of SmartCare. It will outline how to complete each workflow in a step-by-step format with related screenshots that will make understanding how to complete each workflow easy. Through this guide, you will learn about SmartCare's comprehensive suite of tools and advanced technologies to enter client data securely and efficiently.

We hope that by following these instructions you will gain a better understanding of the capabilities of SmartCare so that you can start using the system right way with confidence.

Audience

This manual is intended for use by anyone who will use the SmartCare EHR to support Specialty Mental Health Services or Substance Use Disorder billing documentation.

Computer Literacy Assumptions for Understanding this User Manual

- Ability to perform basic word processing such as typing and searching for documents in files
- Understands data entry techniques into electronic forms and documents
- Familiarity with running a windows operating system or other popular programs like Mac OS.
- Basic knowledge of data bases and their structure
- Basic knowledge of how to use internet browsers like Microsoft Edge and Google Chrome

IT Support Requests:

Please call our Help Desk at 916-214-8348 or submit a live chat question to https://2023.calmhsa.org

Note: Before beginning to use the same system, make sure you have a compatible internet browser like Microsoft Edge and Google Chrome. CalMHSA recommends Google Chrome for best user experience.

LMS Related Support:

Please email: moodle@calmhsa.org

Delay Reason Codes

Medi-Cal will deny claims if the DRC and DRC Control Identifier Number Information isn't submitted in the claim file when appropriate.

Medi-Cal requires claims to be submitted within a specific number of days. If claim submission is delayed for reasons beyond the county's control, the county can submit a DRC with the claim. In addition to the DRC, the county also needs to submit the DRC Control Identifier Number (provided by Medi-Cal) in the PWK loop/segments of the claim file. Medi-Cal will then consider the claim for payment.

In order to submit a DRC and DRC Control Identifier Number, the counties must submit a request for the codes to Medi-Cal. This request is submitted as an Excel spreadsheet to MedCCC via email. MedCCC will then respond and provide the applicable DRC and DRC Control Identifier Number.

How Do I Add Delay Reason Codes and Supplemental Information?

There are multiple ways to identify charges that have the Timely Filing Plan rules charge errors so that a DRC and supplemental information can be added for billing.

- From the Dashboard: Warnings, Errors, Flags
- From the Charges/Claims Screen

Dashboard: Warnings, Errors, Flags widget

- 1. Click the Search icon.
- 2. Type "Dashboard" in the Search bar.
- 3. Click to select "Dashboard (My Office)" from the search results.

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- 4. The Dashboard screen will open.
- 5. Locate the Warnings, Errors, Flags widget. Select the charges hyperlink.

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				Charges	4
				Claims	4

6. The Charges/Claims screen will open. Skip to step four in the Charges/Claims section below for next steps.

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Charges/Claims Screen

- 1. Click the Search icon.
- 2. Type "Charges/Claims" in the Search bar.
- 3. Click to select "Charges/Claims (My Office)" from the search results.

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Q Charge	es/Claims	2

- 4. The Charges/Claims screen will open. Set filters to All Charges (Ready to bill or not), Show charges with errors, and Timely Filing Error.
- 5. Click the Apply Filter button.
- 6. Select the checkbox next to the Charge ID column.

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7. In the Select Action dropdown, **select Add Delay Reason** from the dropdown.

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	Select Action
	Add Delay Reason
Γ	Add Supplemental Information
	Add to External Collections
	Add to Internal Collections
	Batch Update Billing Code and Revenue Code
	Mark as Do Not Bill
	Mark as Flagged
	Mark as Rebill
	Mark claim line To Be Replaced
	Mark claim line To Be Voided
	Mark Ready to Bill
	Remove Flagged
	Remove from Do Not Bill
	Remove from Internal Collections
	Remove from Ready to Bill
	Remove from Rebill
	Remove from To Be Replaced
	Remove from To be Voided

8. The DRC popup window will open. Select the applicable DRC.

9. Click the OK button.

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- 10. To Add Supplemental Information, select the checkbox next to the Charge ID column.
- 11. In the Select Action dropdown, select Add Supplemental Information from the dropdown.

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- 12. The Add Supplemental Information Pop up will open. **Type ID** in the ID text field. The ID is equal to the MedCCC provided DRC Control Identifier Number.
- 13. Click Type in the Type dropdown. Type is equal to CT-Support for Delay Reason Codes; this goes in the PWK 01 segment in the claim file.
- 14. Click Transmission Code in the Transmission Code dropdown. Transmission Code is equal to EM; this goes in the PWK 02 segment in the claim file.
- 15. Click the OK button.



How do I View/Edit DRC and Supplemental Information in Charge Details?

- 1. Click the Search icon.
- 2. Type "Charges/Claims" in the Search bar.
- 3. Click to select "Charges/Claims (My Office)" from the search results.

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Q Charges/Claims	2
S Charges/Claims (My Office)	A

4. The Charges/Claims screen will open. **Click the Charge ID hyperlink** in the Charge ID column for the charge you wish to view or edit. Note you will need to filter for the charges that you wish to view.

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- 5. The Charge Details screen opens. The Delay Reason and Supplemental Information sections are visible. **Edit the** data as needed.
- 6. Once edited, click the Save button in the toolbar.

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