

RCM Counties: Billing and
State Reporting

CaIMHSA Conference –
November 2023

CaIMHSA

California Mental Health Services Authority

Agenda



CalMHSA Responsibilities: Billing



RCM County Responsibilities: Billing



CalMHSA Responsibilities: State Reporting



RCM County Responsibilities: State Reporting



CalMHSA Responsibilities: Billing - 1

- **Billing Setup in SmartCare:**
 - Adding Plans
 - Adding Programs
 - Adding Procedure Codes



CalMHSA Responsibilities: Billing - 2

- **Pre-billing service error identification of services and charges with coordination between CalMHSA and the county to address errors**



CalMHSA Responsibilities: Billing - 3

Generation of batches and claim file outputs:

- **Other Health Coverage OHC** – creation of CMS 1500 batches to be printed and submitted by the county
- **Medicare** - creation of Medicare 837 claim batches to be submitted by CalMHSA to the appropriate fiscal intermediary on behalf of the county
- **Medi-Cal** – creation of Medical 837 claim batches to be submitted by CalMHSA to DHCS on behalf of the county
- Generation of claims to **Secondary Payors** per appropriate submission methods when needed



CalMHSA Responsibilities: Billing - 4

Attainment and Processing of Remittance Information:

DHCS and post
the transactions
into SmartCare

- **Medicare** –
CalMHSA will
attain the 835
electronic
information from
the appropriate
fiscal
intermediary and
post the
transactions into
SmartCare
- **Medi-Cal** –
CalMHSA will
attain the 835
electronic
information from



CalMHSA Responsibilities: Billing - 5

Denials and rebilling:

- for all benefit payors, CalMHSA will coordinate with the county to address identified issues with denied claims
- CalMHSA will generate and submit all re-billed, voided or replacement claims based upon claim outputs previously identified



CalMHSA Responsibilities: Billing - 6

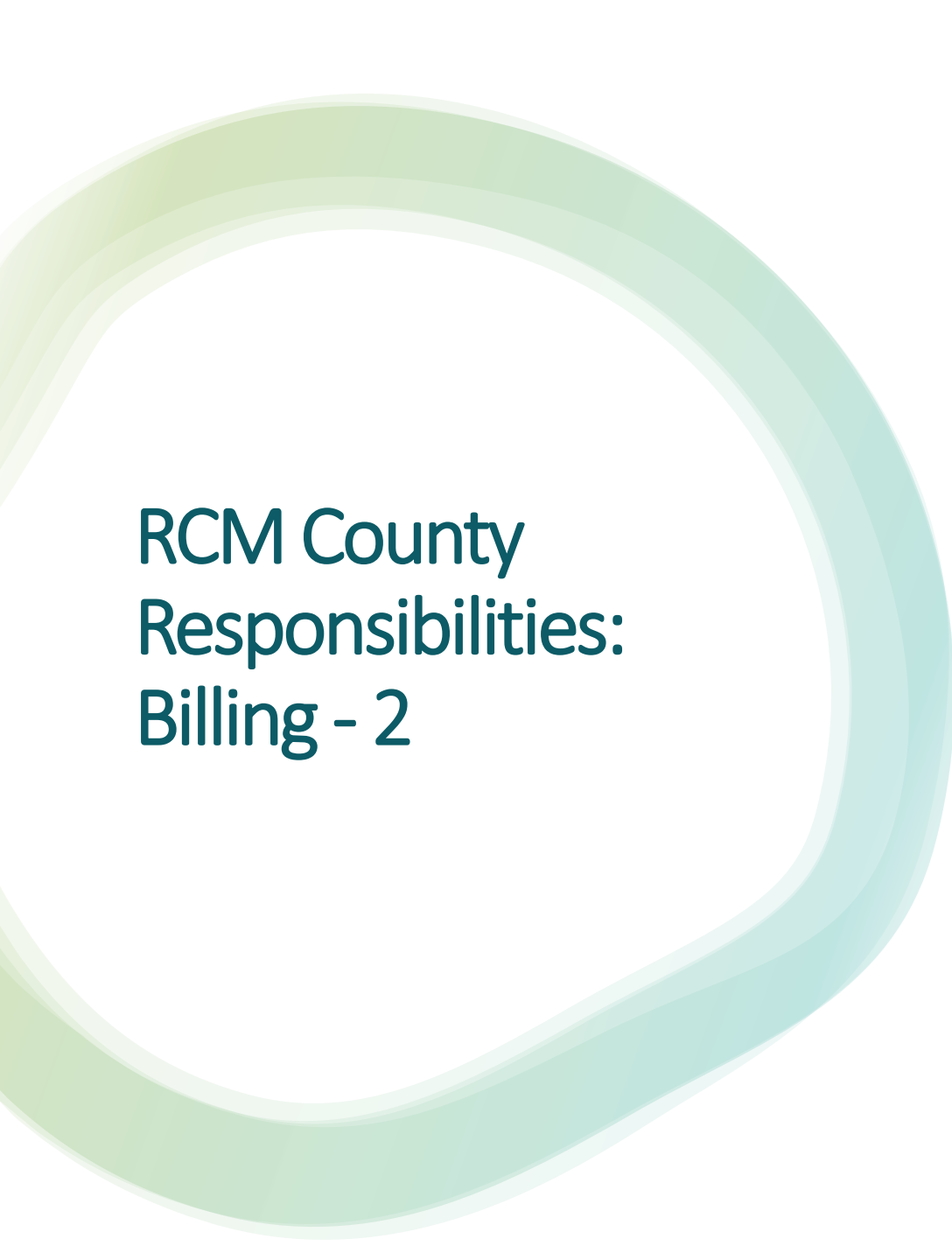
Training and Support:
CalMHSA will provide
remote training and
support to county staff
for regularly required
billing processes



RCM County Responsibilities: Billing - 1

- **Service Entry:** county enters all services into the system. The county is responsible for entering contractor services or making sure the contractor enters them.
- **Eligibility Verification:** county checks and verifies the client's eligibility including OHC payers
- **Eligibility verification:** county works the MMEF 2 out of 3 match report on a monthly basis
- **Coverage:** county enters

the client's coverage in SmartCare when necessary and manages any changes in coverage



RCM County Responsibilities: Billing - 2

Claim Certification

forms: county is responsible for reviewing and signing the claim certification forms prepared by CalMHSa in a timely manner.

3rd-party health insurance claim forms:

- county will print forms and send them out
- county will enter the EOBs received from the third-party payor



RCM County Responsibilities: Billing - 3

Handling Claim Errors:

- Client-specific or demographic errors
- Diagnosis errors
- Clinical errors (only exception- unable to find the matching rate):
 1. Make sure the clinician who has an NPI# has the correct NPI#
 2. Make sure the clinician has the correct taxonomy codes on the demographic professional tab in

the staff/user screen

3. Make sure the clinician the has correct Degree set up on the License/Degree tab in the Staff/User screen

CalMHSA Responsibilities: State Reporting



CalMHSA is responsible for checking state reporting errors and working with the county to resolve errors



CalMHSA is responsible for editing, creating and submitting state reporting files to the state



CalMHSA is responsible for providing instructions to counties regarding their state reporting submission

RCM County Responsibilities : State Reporting



County is responsible for collecting and entering all State reporting documents in SmartCare



County is responsible for designating CalMHSA as a vendor and providing access to all applicable state reporting folders

Questions



Please print for your records

CaLMHSA Billing Responsibilities	RCM County Billing Responsibilities
Billing Setup in SmartCare	Service Entry
Error identification with services and charges	Eligibility verification
Generation of initial batches and claims outputs	Coverage
Attainment and Processing of Remittance Information (Medicare and Medical)	3rd-party health insurance claim forms
Denials and rebilling	Reviewing and signing the claim certification forms prepared by CaLMHSA
Training and Support	Handling claim errors (client specific, diagnosis, clinical)