



Communications and *Updates*

September 11, 2014

General Updates

Update to Institutional Provider Billing re: Admission Date and From Date

A change has been made in NCTracks regarding institutional provider billing to bring it in line with the National Uniform Billing Committee (NUBC) specifications for UB-04 claims. Previously, claim adjudication required that the Admission Date (FL 12) be equal to the "From" service date (FL 6) on the initial provider claim. To avoid claim denials, providers may have taken steps to ensure that the two dates matched. As of September 1, 2014, the system edits that compared the Admission Date to the "From" service date have been changed to comply with the NUBC specifications, which notes that the two dates are "distinctly different." This change will not adversely impact claim processing, but providers may need to make changes in their systems to ensure their billing practices are in keeping with the NUBC specifications for UB-04 claims.

For further information on the definition and usage of Admission Date and Statement Covers Period (From-Through Dates), see the UB-04 Official Data Specifications Manual on the NUBC website at www.nubc.org.

Update on OB Ultrasounds Denied for Edit 23420

Some providers have reported denials of Obstetrical Ultrasounds when billed with the U2 modifier. The denials are for Edit 23420 - RVW OB ULTRASND MED NECESSITY.

This situation has been resolved. Providers who have denied claims for Obstetrical Ultrasound services when using modifier U2 should resubmit the claims for review.

For more information, please see Clinical Policy No.: 1K-7 Page 4-5:

5.1.1 Exemptions

a. Imaging procedures performed in the following situations are exempt from the prior approval requirement:

1. During an inpatient hospitalization.
2. During an observation stay (this includes labor and delivery observation stay).
3. During an emergency room visit.
4. During an urgent care visit (only for urgent care, not primary care).

5. As a referral from a hospital emergency department or an urgent care facility.

Note: Procedures that are exempt from the prior approval requirement must meet current North Carolina Medicaid policies that define medical necessity criteria and unit limitations for claims payment. Bypassing prior approval by having the procedures performed in the emergency room is not a guarantee of payment.

FAQs for PCS Claim Reprocessing Posted

Frequently Asked Questions (FAQs) related to the PCS claim reprocessing have recently been added to the NCTracks Provider Portal. See the [PCS Claim Reprocessing FAQs page](#) for the latest questions and answers.

The FAQs are a valuable resource that can help providers save time in addressing common questions. For links to all of the topic areas, see the [Frequently Asked Questions Main Page](#).

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks [Provider Portal Home Page](#). The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Prior Approval Update

Posting of Additional PA Letters to Provider Inbox

Currently, the only prior approval letters posted to the Message Center Inbox on the secure NCTracks Provider Portal are approval letters. Beginning September 15, 2014, two additional types of prior approval letters will be posted to the Inbox:

- Prior Approval Adverse Decision Letters
- Prior Approval Request for Additional Information Letters

Providers who submit prior approval requests to NCTracks can expect to receive copies of any prior approval adverse decision letters and prior approval requests for additional information letters in their Message Center Inbox. Anyone who has access to the NPI of the requesting provider in NCTracks can view the letters in the Message Center Inbox, once they logon to the secure Provider Portal. Only the requesting provider receives a copy of the prior approval letters. Other supporting providers will need to contact the requesting provider to determine the status of the prior approval request.

This functionality will allow providers requesting prior approval from NCTracks to have more rapid awareness of adverse decisions as well as requests to additional information, which should help providers expedite whatever actions need to be taken. Hardcopy versions of the adverse decision

letters and the requests for additional information will also continue to be delivered via the U.S. Postal Service.

This feature only applies to prior approval requests submitted to NCTracks. However providers can continue to view the status of all adjudicated prior approvals, including those dispositioned by other vendors, in the secure Provider Portal. For more information on prior approval and NCTracks, including a Fact Sheet with a list of the other prior approval vendors, see the [Prior Approval page](#) on the NCTracks Provider Portal.

Training Update

Reminder re: Training Opportunities for Providers in September

Several instructor-led training courses for providers are being offered in the month of September.

Most of the courses will be offered in-person at the CSC facility in Raleigh. Each course offered in-person includes hands-on training and is limited to 45 participants per course. One of the courses will be conducted remotely via WebEx with enrollment limited to 115 participants.

The duration varies depending on the course. For details on each of the courses, the dates and times they will be offered, and instructions for how to enroll, see the [provider portal announcement](#) or the Training Edition of the newsletter sent to providers on September 9.

Thank you,

The NCTracks Team

CC14254-2

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