



We hope you are staying well during these trying times. Because many offices have reorganized and shuffled duties during COVID, we know how important it is to make things as easy as possible. Here are some important reminders and updates.

TELEMEDICINE – it’s here to stay!

THC is supporting the use of telemedicine during COVID-19 with relaxed standards for use. This will continue for 30 days beyond the expiration of the Executive Emergency Stay at Home order. We will continue to reassess, but will honor the use of telemedicine into the future as long as specific guidelines are adhered to for HIPPA compliance. THC will reimburse according to the NonFAC facility rate for Medicaid effective 6/1/2020. Appropriate modifiers and POS codes must be billed on the claim.

THC PORTAL HAS UPDATED CLAIMS DETAIL

At long last, we are pleased to announce that you can now log in to the THC Portal to view comprehensive claim edit message codes on your claim. Visit our website to locate an enhanced tutorial on how to pull down these message codes. This will more clearly define the information you can obtain through the Ventanex Payment Portal and in most, if not all cases, address your questions as to why your claim did not pay.

You may continue to status your claims by emailing us at claims@thcmi.com. That is preferred to calling, as our phone representatives handle numerous calls and often can’t remain on the line to completely research your issue.

We’d like to hear back from you if you find this new feature helpful.

FRAUD/ WASTE/ ABUSE

Fraud: the intentional act of knowingly making a false claim against any federal health care program, such as Medicaid. Examples of false claims include billing for services not provided or for the same service more than once.

Waste: incorrect or inappropriate provider practices inconsistent with sound business and medical practices, such as seeking reimbursement for services that are not medically necessary.

Abuse: overutilization of services or misuse of resources that result in unnecessary costs to the Medicaid program.

Contact THC to report F/W/A. it can be done anonymously

Mail: **Total Health Care
Fraud and Abuse Dept.
3011 W. Grand Blvd., Ste 1600
Detroit, MI 48202**

Call: (800)826-2862 or (313)871-2000
Email: eliminatefwa@thcmi.com

**Michigan Department of Health & Human Services
Office of Inspector General
PO Box 30062
Lansing, MI 48909
855-MI-FRAUD (643-7283)
Online: <https://www.michigan.gov/fraud>**

BILLING TIPS & GUIDELINES

Rejected Claims:

- If a claim was previously rejected by our clearinghouse, a record of the claim remains in our system. The rejection was for a front-end edit on the claim. When you resubmit the corrected claim, do not resubmit as a Void and Replace claim. This will cause the claim to drop from loading into our system. Void and Replace is used for those claims that were already accepted as “clean”. When a claim was rejected, it was not a “clean claim”. Therefore, when resubmitting, it must be as a new, original claim to be accepted into the system.

Quality Limits:

- Never bill a service with the quantity of “0”, even when the code is for reporting purposes only. This causes the claim to pend rather than auto-adjudicate. To ensure prompt processing, always include a unit > 0 for quantity.

Prescription Co-pay Assistance:

- THC works with a vendor to assist members with copayments related to certain high-cost drugs. Therefore, when providers who render services of these high cost drugs receive their Explanation of Payments, it is appearing that their reimbursement is not adequate because the member responsibility is not showing up on the EOP. The vendor is supposed to send the member’s responsibility portion directly to the provider of services. We have had some issues with this process and are currently working to make this information more clear on the EOP. Stay tuned.

REFERRAL GUIDELINES UPDATED

Some recent updates to the referral grid have been posted online:

- Neuropsych testing – now requires Prior Authorization
- Sleep Studies – **not** approved in the home. Must be provided in a facility setting.
- CPT/HCSPC Code Lists – NEW!
 - Specific codes are available

PROVIDER RELATIONS IS HERE FOR YOU!

CONTACT US AT: **844-THC-DOCS**

PROVIDEUPDATE@THCMI.COM FOR PROVIDER UPDATES, ADDRESS CHANGES, CREDENTIALING OR CONTRACTING CONCERNS

CLAIMS@THCMI.COM – PREFERRED METHOD FOR ANY CLAIM INQUIRY.