Office of Long Term Living
Provider QUICK TIPS

#1

GENERAL QUESTIONS AND ANSWERS

QUESTION	ANSWER
Can claims be reviewed after submission for claim status or possible rejections?	All claims that are submitted electronically or on paper may be reviewed on the Internet. Electronic claims may be reviewed within 24 hours. Paper claims will be available within approximately 10 days from the date of submission. You may access the provider section of the the PROMISe™ Web site at http://promise.dpw.state.pa.us. and search all claims associated with your 13-digit PROMISe™ provider ID Searches are available based on recipient identification number (RID,) date range or claim status.
Who should our software company contact to address software related issues?	Contact the Provider Service Center at 1-800-248-2152.
Will we send UB-92 in paper format when submitting a request for an exception to the 180-day billing limitation?	Submission of 180-day exceptions has not changed. The UB-04 will be used for submission of 180-day exception requests. The requests and the necessary attachments will need to be submitted to PO Box 8025, Harrisburg PA 17102
If submitting claims electronically do we need to be able to print an invoice in the UB-92 format?	No, however information must be available and in a readable format.
What are carrier codes?	Carrier codes are universal codes that identify particular insurance carriers.
If a claim was submitted electronically and a paper copy is needed later for auditing or another purpose, will a computer-generated, laser-jet printed copy of the UB-92 be acceptable?	For documentation purposes only a laser printed copy of a claim is acceptable.
Why can't claims over 180 days be processed in PROMISe™?	Claims that exceed the 180-day submission period require attachments to document the reason for the exception request. In the near future we will make available a procedure that will allow the claim to be submitted electronically and the paper justification submitted separately.
If we are using the Bulletin Board System can we get claim status on the Internet? Remittance Advice (RA) – Will we continue to receive a paper RA by mail even if we are set up for electronic funds transfer (EFT)	Go to the provider page of the PROMISe™ website at this link: http://promise.dpw.state.pa.us. to search all claims associated with your 13-digit PROMISe™ provider ID. RAs will be available online through the PROMISe™ website.

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File Transmission Method – will the Bulletin Board system for claims transmission change? Will we need to certify or re-test this part of claims transmission? Do the dial-up number, file name, ESC authorization number and password remain the same?	The Bulletin Board system for claims submission will not change. However the software used to submit through the Bulletin Board must be PROMISe™ compliant. You will not need to re-test or re-certify. The dial up number, authorization number and password will remain the same.
In order to submit claims to PROMISe™, is Internet access or PC software needed?	In order to submit claims electronically, you will need Internet access or a PC software package that is PROMISe™ compatible. If you wish to submit paper claims the UB-04 should be used.
Where do I get a logon for the Internet?	You will receive an internet logon when you register online.
Will the PROMISe™ Internet application show required fields?	There is a Provider Internet User Manual in the Help Menu. The Internet application will advise you, when trying to submit, that you have failed to complete a required field. The claim cannot be submitted until the field is complete.
Is a list of error codes available on the website or is the reason displayed along with the error code?	The error code and the reason for the error will be displayed on the RA and is also available when checking the claim status.
Are all claims that are submitted electronically to Medical Assistance (MA) sent through the PES software? Is there any other software available for submitting claims electronically to MA?	PES is a software package that was developed as an alternative for providers to submit electronic claims to the Department of Human Services (The Department.) Nursing facilities may choose to use their own software as long as it meets the 837 Institutional – Long Term Care requirements. PROMISe™ may also be used to submit claims electronically.
Can we do exception billing on the Internet (special beds and vent care) that is currently being submitted on the CMS 1500 claim form?	Yes.
Can we submit claims on the Bulletin Board as well as the Internet?	Yes. Providers may submit claims via paper, diskette, tape, Bulletin Board, CD or the 1000 Internet.
Can claims be corrected online?	Yes. The instructions are contained in the appropriate billing/user guide for your particular provider type.

We currently submit drug claims (302 Form & 837 transaction.) What form should we use and where can we get guides?	Pharmacy transactions are accepted in National Council for Prescription Drug Program (NCPDP) version 5.1 and batch standard version 1.1 as mandated by the Health Insurance Portability and Accountability Act (HIPAA.) All drug claims will need to be submitted electronically with PROMISe™.
Is March 1 also the date RNACs should begin using the new MA Provider Number when transmitting MDSs to Myers and Stauffer?	In the near future you will receive correspondence with instructions for MDS submission using the 13-digit PROMISe™ Provider Number.
Can batch files be submitted via the Internet?	Individual claims may be submitted via the Internet. The Department is looking at batch file submission as an enhancement to the system. (has this been done?) Batch files can be submitted through the Bulletin Board, CD, diskette, tape and PES.
Can a provider have multiple logins/PINSs to access the PROMISe™ website? Ex: the biller, IT tech & accountant may all need to have access ot the site. Is the provider limited to one login/PIN?	There is an option for multiple logins when registering on the Internet.
Are there provisions for advance money?	The Department has every confidence the system will work. Ongoing monitoring of the implementation will occur and issues will be addressed timely. Each request for any advance payments will be reviewed on a week-by-week basis.
Are instructions for claims completion online? How can claims for multiple billing sites be accessed? Do providers need a prior PIN/password for each location and is there an option to change provider numbers?	For online claim submission use the Long Term Care Billing Guide (link) for a point of reference. To view claims status go to the PROMISe™ Web site at http://promise.dpw.state.pa.us. and enter the appropriate PROMISe™ ICN and service location code.
Where can a list of Service Location Codes be found?	The codes were listed on the PROMISe™ provider letter sent in January 2004. If you need further assistance please call the Office of Long Term Living Hotline at: 1-800-932-0939.
Do Internet based claims allow for an import of claims from billling software, given the fact that PES requires manual entry?	Claims cannot be imported from other billing software.
Drug deduction: Where can additional information as to what is allowable be found?	For information on the policy on recipient eligibility you may contact your local County Assistance Office (CAO) or the Income Maintenance Hotline at 1-800-692-7462.

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| Will EVS be available on the Internet as of 3/1/04? | You can check eligibility on the PROMISe™ Web site at http://www.dhs.pa.gov/provider/promise/enrollmentinformation/S_001994 The PROMISe™site provides you with a means to verify eligibiity in an interactive mode, one recipient at a time. Please note that you cannot submit batches of eligibility requsts via PROMISe™. |

For additional information, go to the PROMISe™ Web site: **http://promise.dpw.state.pa.us/**

**Thank you for your service to our Medical Assistance Recipients. We value your participation.
Check the Department of Human Services' Web site often: www.dhs.pa.gov**

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