



**PROMIS^eTM Billing *Quick Reference* Document
Error Status Codes (ESCs) Effective July 1, 2009**

Informational Packet # 014-09

PURPOSE: This Office of Developmental Programs (ODP) Informational Packet is a **Quick Reference** resource which lists the error status codes (ESCs) that apply to ODP services rendered for dates of service July 1, 2009 and forward.

Included in the attached Informational Packet # 014-09 titled, “*PROMIS^eTM Billing Quick Reference Error Status Codes (ESCs) Effective July 1, 2009*”, is a comprehensive listing of the ESCs effective July 1, 2009, an explanation of what caused the ESCs to set, and instructions for correcting specific billing errors for ODP services rendered for dates of service July 1, 2009 and forward. The error code listing excludes ESCs that apply to Financial Management Service (FMS). Another Informational Packet is under development that will address the FMS ESCs effective July 1, 2009 and forward.

Since implementation of the new prospective payment system on July 1, 2009, ODP has been monitoring and analyzing provider billing actions and looking at repeated claim denials, suspended claims, and inquiries made to the ODP Claims Resolution inquiry phone lines and e-mail box.

As recurring billing-related problem areas are identified, additional ESCs will be added to this Informational Packet. Other *Quick Reference* resources are under development and will be issued to the ODP provider community as they are finalized. ODP’s goal is to supply providers with useful training resources to better equip you for independent self-resolution activities to assist with your claim denials and suspended claims.

Please remember that Providers should never deliver a service that is not authorized on the person’s Individual Support Plan (ISP). To determine if services are authorized, review your **Service Authorization Notices** and confirm that the information contained in them is accurate before rendering a service to an ODP eligible individual and billing for those services. Confirm the service, units, and dates of service are accurately reflected on these notices to avoid claim denials. If the data is not correct, please contact the individual’s Supports Coordinator.

In order to access the **Service Authorization Notices**, providers need to have a HCSIS *Data Entry Registration* role assigned to them. If this role is not assigned to you, please contact the HCSIS Administrator in your organization to obtain this role.

In regard to limitation exception requests, a team discussion should occur before a limitation exception request is initiated and before approval is granted. Before billing in excess of a limitation, the provider should verify that ODP has received and approved the request prior to



*Pennsylvania Department of Public Welfare
Office of Developmental Programs*

billing. Claims submitted for services requiring an exception will not be paid by PROMISE™ without an ODP approval on file with the ODP Claim's Resolution Section, **even if that service(s) is authorized in the ISP**. To confirm your exception request has been approved and processed, please contact the ODP Claim's Resolution Section at the number below.

ODP is now using the Remittance Advice (RA) as another way to communicate with the ODP provider community. Please remember to review the Banner Messages, also known as RA Alerts, on your Remittance Advice for valuable information issued by ODP. The Banner Messages begin on page 2 of your Remittance Advices. Any messages that apply to ODP providers will be titled **“ATTENTION: ALL OFFICE OF DEVELOPMENTAL PROGRAMS (ODP) DIRECT SERVICE PROVIDERS”**. Please be aware that ODP shares some of the same provider types as other program offices in the Department of Public Welfare. As a result, some of the Banner Messages may not apply to ODP providers specifically.

If you find you are unable to resolve your billing or claim issues, please contact the ODP Claim's Resolution Section at:

e-mail: ra-odpclaimsres@state.pa.us
Phone: 1-866-386-8880 Mon - Thurs 8:30-12:00 and 1:00 - 3:30