CLAIMS WORK QUEUE GUIDE

CLAIMS WORK QUEUE

The Claims Work Queue was developed as a way for institutions to submit the referring physicians NPI securely to South Dakota Medicaid prior to claim adjudication without having to resubmit the entire claim.

Inpatient hospital claims for recipients in a care management program must contain a referral from the recipient's care management provider. Prior approval of an out-of-state hospitalization does not replace this requirement.

When billing for an inpatient hospital claim with an urgent or elective admission, the NPI of the referring provider must be included on the claim in locator 78 or 79.

A claim will appear in the Work Queue when the following conditions apply:

- The inpatient claim was submitted electronically
- The recipient is enrolled in a Managed Care program during the dates of service
- Admission is Urgent or Elective
- The referring provider NPI is absent from the claim.

After SD Medicaid receives a claim that meets the above criteria, the claim will be visible in the Claims Work Queue. The portal user will then indicate if a referral was present, supply the referring NPI, and add any supporting referral documentation.

Only claims that are from the billing NPI that is linked to the user's account will be visible. Please contact your administrator.

The portal user will have 30 days to supply the referring NPI if the required referral is present and add any supporting referral documentation.

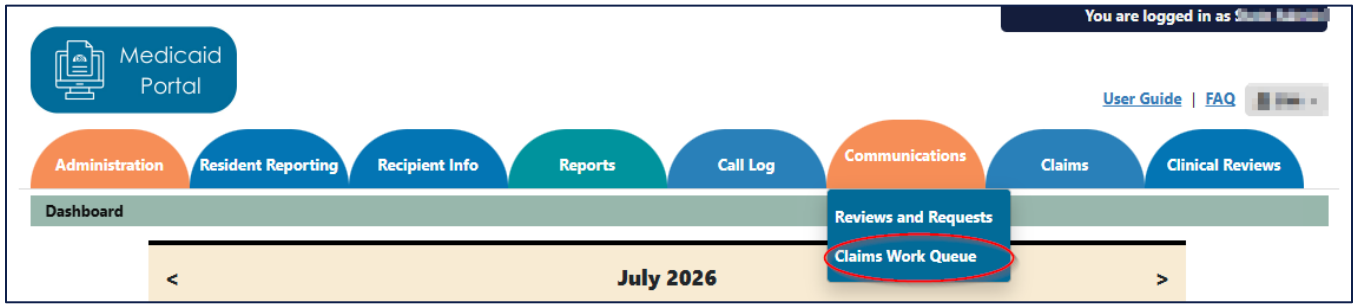
These claims will also continue to show as "Pended" on provider's remit until a response is received or the claim is over 30 days old.

If no response is received within 30 days the claim will complete processing and be denied for PCP/HH/NPI incorrect.

CLAIMS WORK QUEUE PERMISSIONS

A Provider Administrator can add Claims Work Queue to the appropriate Provider User staff. Please reference the Medicaid Portal User Guide for assistance in obtaining Claims Work Queue Permissions.

Once permissions are updated the user will see the Claims Work Queue in the Communications tab

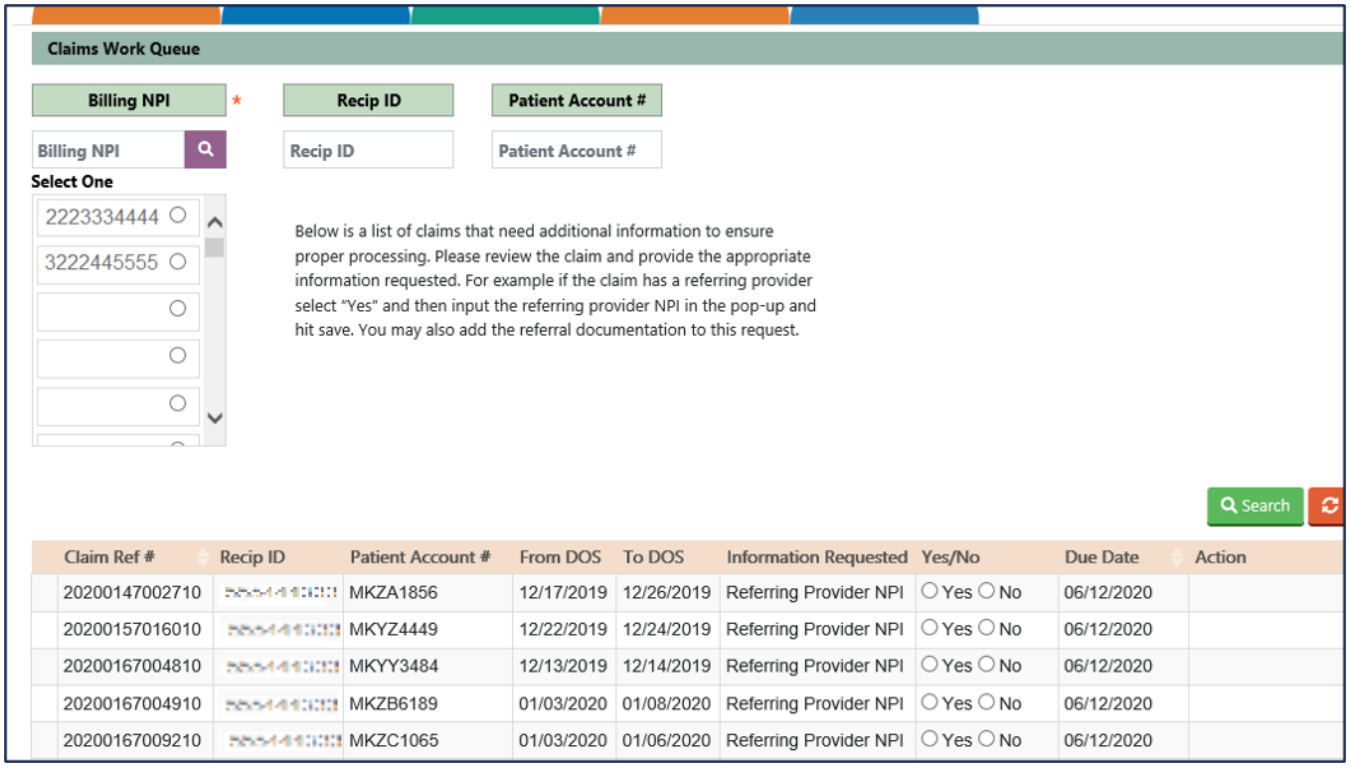


Only claims that were submitted for the billing NPI that is linked to the users account will be visible. Please contact your provider admin to have your NPI permissions updated if needed.

CLAIMS WORK QUEUE

Under the Communications menu, hover over the Communications tab with your mouse and select Claims Work Queue

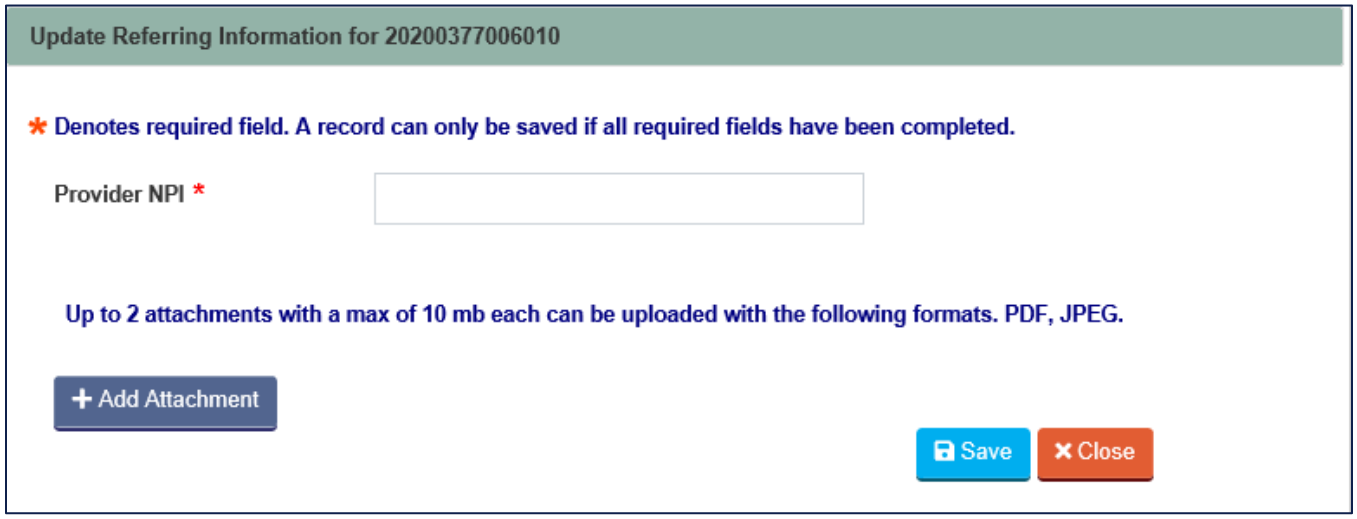
You will see options for narrowing down the claims table including Billing NPI, Recipient ID, and Patient Account #.



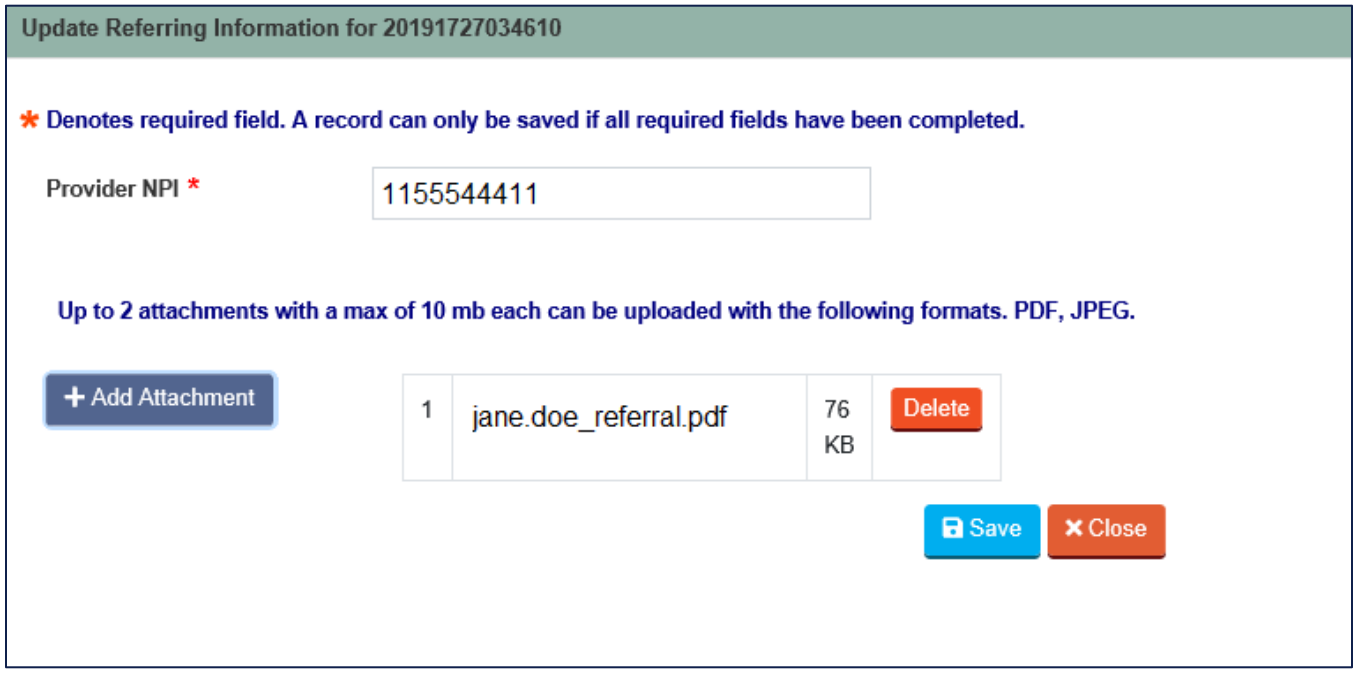
The claim reference number is the SD Medicaid reference number for your submitted claim.

USING THE WORK QUE

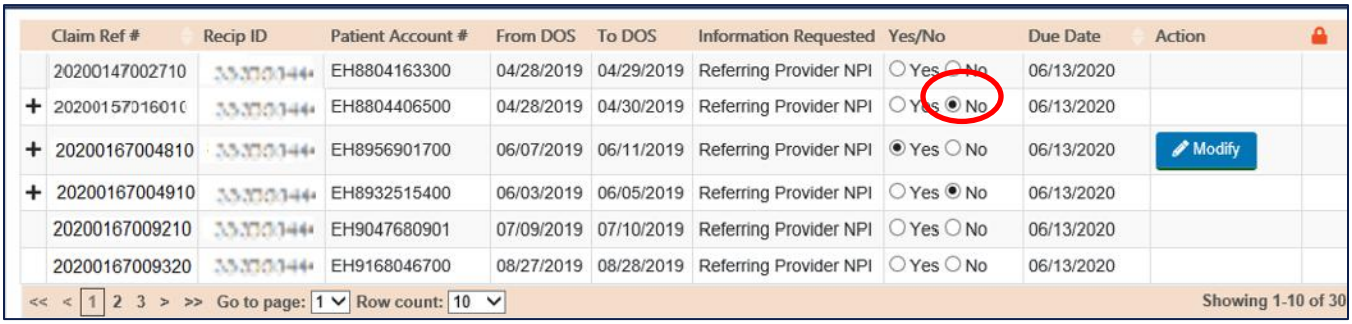
When you determine that the claim has an appropriate referral. Click the "Yes" button, this will bring up a pop up for the user to enter in the referring NPI number, and up to two attachments.



Once you have entered the referral NPI, hit "Save"



Should there not be a referral, select "No"



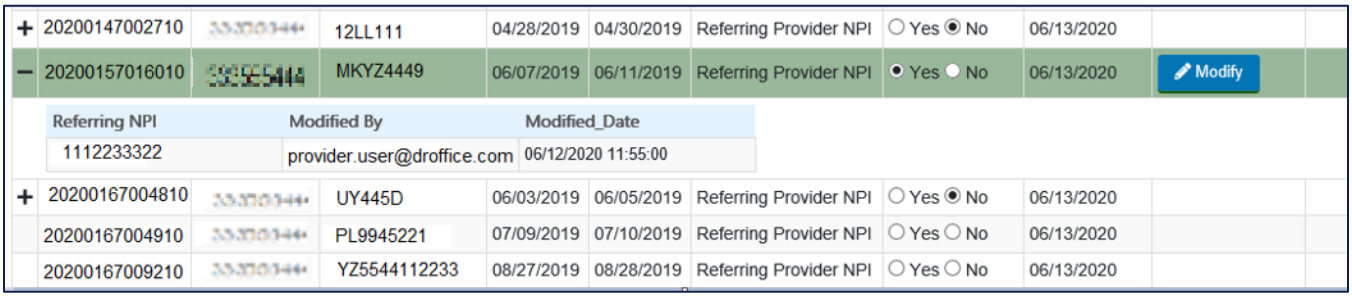
	Claim Ref #	Recip ID	Patient Account #	From DOS	To DOS	Information Requested	Yes/No	Due Date	Action
	20200147002710	[redacted]	EH8804163300	04/28/2019	04/29/2019	Referring Provider NPI	○ Yes ○ No	06/13/2020	
+	20200157016010	[redacted]	EH8804406500	04/28/2019	04/30/2019	Referring Provider NPI	○ Yes ◉ No	06/13/2020	
+	20200167004810	[redacted]	EH8956901700	06/07/2019	06/11/2019	Referring Provider NPI	◉ Yes ○ No	06/13/2020	Modify
+	20200167004910	[redacted]	EH8932515400	06/03/2019	06/05/2019	Referring Provider NPI	○ Yes ◉ No	06/13/2020	
	20200167009210	[redacted]	EH9047680901	07/09/2019	07/10/2019	Referring Provider NPI	○ Yes ○ No	06/13/2020	
	20200167009320	[redacted]	EH9168046700	08/27/2019	08/28/2019	Referring Provider NPI	○ Yes ○ No	06/13/2020	

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Every weekday, in the evening SD Medicaid will pick up the information you provide and continue processing that claim. The provider user will have 30 days to provide the information. After the Due Date, the claim will be removed from the work que and processed without referral information.

MODIFICATIONS

If you believe the incorrect information such as NPI or an attachment was entered, you may Modify that entry until 4:30 pm CST.



+	20200147002710	[redacted]	12LL111	04/28/2019	04/30/2019	Referring Provider NPI	○ Yes ◉ No	06/13/2020	
−	20200157016010	[redacted]	MKYZ4449	06/07/2019	06/11/2019	Referring Provider NPI	◉ Yes ○ No	06/13/2020	Modify

Referring NPI	Modified By	Modified_Date
1112233322	provider.user@droffice.com	06/12/2020 11:55:00

+	20200167004810	[redacted]	UY445D	06/03/2019	06/05/2019	Referring Provider NPI	○ Yes ◉ No	06/13/2020	
	20200167004910	[redacted]	PL9945221	07/09/2019	07/10/2019	Referring Provider NPI	○ Yes ○ No	06/13/2020	
	20200167009210	[redacted]	YZ5544112233	08/27/2019	08/28/2019	Referring Provider NPI	○ Yes ○ No	06/13/2020	

Select the "Modify" button and you will be able to change your attachment and NPI number that is provided. Use the "+" to see the information that was provided, the user that provided the information, and the date and time of that entry.

QUICK ANSWERS

1. Is a referral required for inpatient hospital?

Referrals are a key component of continuity of care for South Dakota Medicaid recipients. Most medical services require either an attending, ordering, referring or prescribing (ORP) provider for claims payment. More information can be found in our Referral manual.

Inpatient hospital services that are indicated as urgent or elective require a referral when the recipient is enrolled in a Care Management Program. The PCP or Health Home provider must be listed on the claim for proper claims payment. Electronic and Medicaid Portal claims will pend for 30 days if the referring physician's NPI is not listed on the claims, allowing the provider to update the claim to add referring physician's NPI. More information can be found in our Referral manual.