

## **Frequently Asked Questions Reprocessing of Claims Subject to 3 Percent Rate Reduction**

Legislation in 2013 required a three percent rate reduction to physician claims which DMA implemented into NCTracks on March 1, 2015. NCTracks reprocessed claims subject to the three percent rate reduction in the check writes between April 28 and June 23, 2015. Due to various claim adjudication edits, some claims could not be reprocessed during this first round. The remaining claims required further analysis which caused their reprocessing to be delayed until the December 15<sup>th</sup> check write.

As a result of the December 15<sup>th</sup> check write, there were instances where the original claim was voided because the adjustment was not possible and the entire amount previously paid for the claim was recouped. Some of these reprocessed claims denied for NCCI edits; retroactive changes in eligibility for Medicaid; Medicare, or private insurance; and service limits. These denials reflect updates made to the system after the original claim was adjudicated. As a result, the reprocessed claim was affected by a recoupment greater than the three percent. The following information is intended to answer questions providers may have regarding the reprocessing.

**1. Why did some of my claims pay at 97% and others were denied outright?**

The reprocessing was accomplished by voiding the original claim (recouping the original paid amount), and submitting a new claim, to which the reduced rate would apply. In some cases, the new claim denied for other reasons. Examples of those denials include but not limited to NCCI edits; retroactive changes in eligibility for Medicaid, Medicare, or private insurance; and service limits.

**2. How do I know why the reprocessed claim denied?**

The voided original claim has the EOB 06017, but the reprocessed claim has the specific denial EOB. Providers should address the denial of the reprocessed claim the same way they would if it was received on a new claim.

**3. Why did the reprocessed claim deny for TPL?**

The claim denied because NCTracks received updated recipient eligibility information, after the original claim was processed, indicating that the recipient had third party insurance in effect on the date of service. Thus, when the original claim reprocessed, the other insurance edit caused the adjustment claim to deny. Since timely filing for providers to bill Medicare and other third party insurers has lapsed, *DMA is going to reprocess all the claims that denied due to TPL (EOB 00094 – TPL Suspect) only in the March 8, 2016 checkwrite* and pay at 97% of the original claim amount. DMA would then continue to follow procedures for third party recovery, no further action will be required by the provider.

**4. Why did the reprocessed claim deny for an NCCI edit?**

Updates made to the NCTracks system that were effective with date of processing will apply to reprocessed claims, regardless of the date of service. The claim denied because NCTracks received updated information on NCCI edits in effect on the date of service, after the original claim was processed. Once the provider corrects the edit error, the claim is eligible to be resubmitted.

**5. If I correct the reason for denial and refile the claim to NCTracks, won't there be a timely filing issue?**

No. Since there is a denied claim within 18 months, there should not be a timely filing issue.

**6. How many more claims will need to be reprocessed before the 3% recoupment effort is complete, and when will those efforts occur?**

- Approximately 10,000 claims are outstanding due to NPI being updated and no longer billing.
- The reprocessing of Physician crossover claims has not taken place yet but is anticipated to take place later in 2016.
- The rates for CPT codes that were new in 2015 are being reviewed and may need to be updated to reflect a higher rate.

Additional information on this reprocessing will be provided in subsequent Medicaid bulletins or if you have a specific question related to a claim, please call the NCTracks help number **800-688-6696** or email at [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com).