OSPHL BILLING CHANGES

WELCOME!
THERE IS NO SOUND ON THE LINE RIGHT NOW.
WE WILL CONDUCT SOUND CHECKS PERIODICALLY.

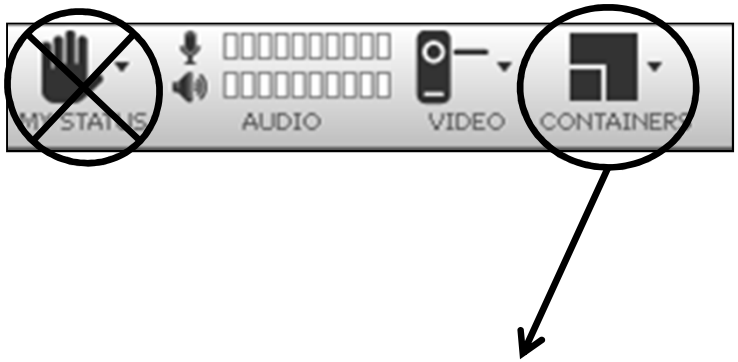
PLEASE CONNECT YOUR COMPUTER SPEAKERS OR HEADSET AND AWAIT THE TEST. ENSURE YOUR VOLUME IS SET TO AN ACCEPTABLE LEVEL.

Webinar for Clinic/Lab Staff

November 2014

iLinc Webinar Basics

- All participants are in listen only mode.
- This webinar may be recorded.
- Get session control:



Move your mouse to the top of your screen. This toolbar will appear.

Use "Containers" to bring the Chat box to the front.

- Ask a question:

Objectives for Clinic & Lab Staff

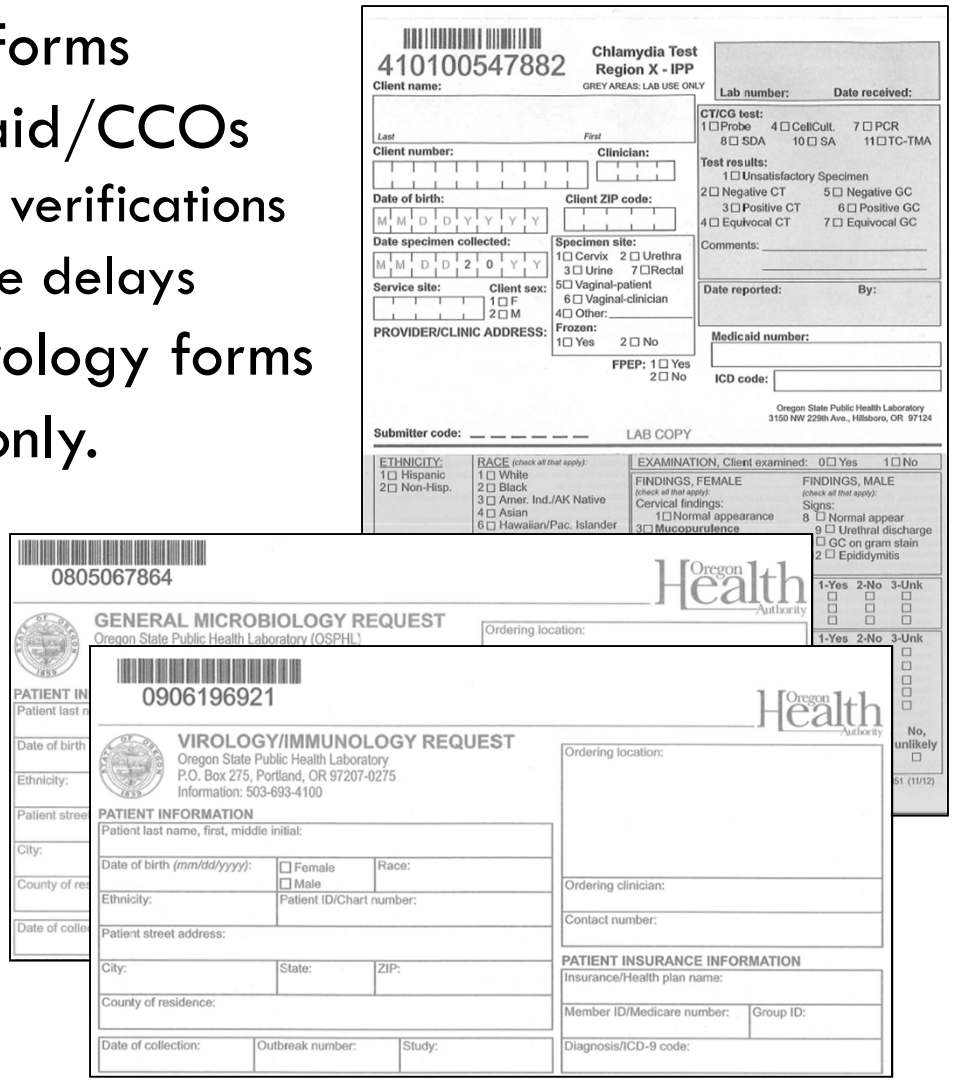
- Describe to colleagues why the OSPHL will be performing more billing.
- Successfully provide billing information to the OSPHL.
- Understand the general impact that information on a test request form has on billing.

Webinar Outline

- Current Billing Work Flow
- Why Change?
- What's Changing?
  - For Sample Submission
  - For Invoicing and Payment
- Summary of Changes
- Resources
- Questions & Answers

Current Billing Work Flow

- Only tests on Region X IPP Forms can be billed to OR Medicaid/CCOs
  - These go through a series of verifications to determine the payer, some delays
- Tests on Microbiology or Virology forms are billed to the submitter only.
- Little tracking/reports capacity
- Invoices to submitters are sent from state Office of Financial Services.



Why Change?

- Allow OSPHL to:
  - increase revenue to further support the public health system
  - bill for testing regardless of the form used
  - bill a greater number of payers
  - better track payments

- Only the laboratory performing the laboratory test may bill Medicaid. (OAR 410-130-0680)

Why Change?

- IPP Program ended January 2014
  - STD Program still pays for some tests, with limited eligibility criteria.
  - Series of verifications has meant delayed invoices to you.

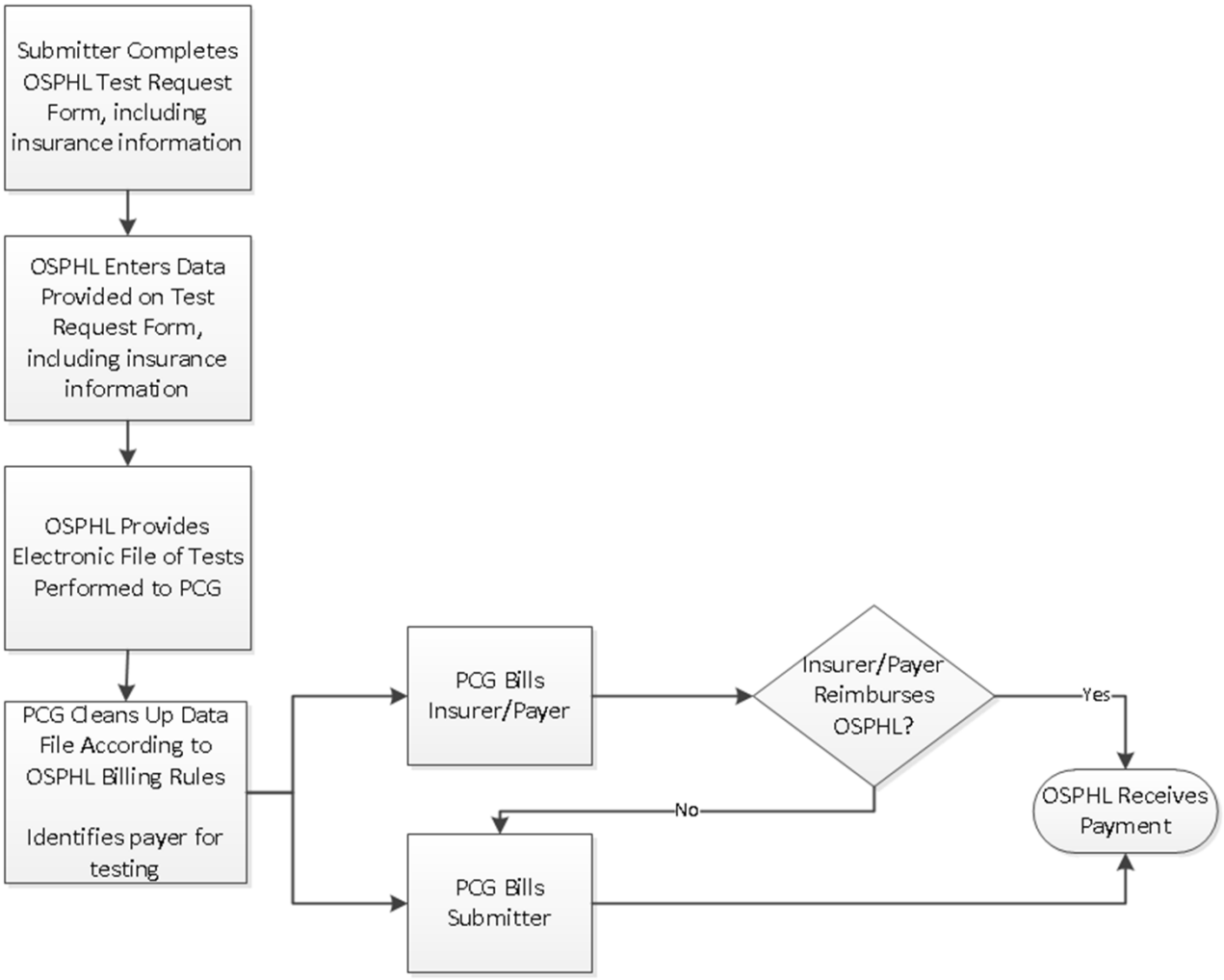
In General, What's Changing?

- Contract awarded to Public Consulting Group, Inc. (PCG) through state RFP process.
- **Starting December 1, 2014 Dates of Service –** OSPHL is requiring payer and additional patient information on test request forms
  - What if a clinic doesn't use insurance information at all?
- OSPHL will provide an electronic file of tests performed to PCG

In General, What's Changing?

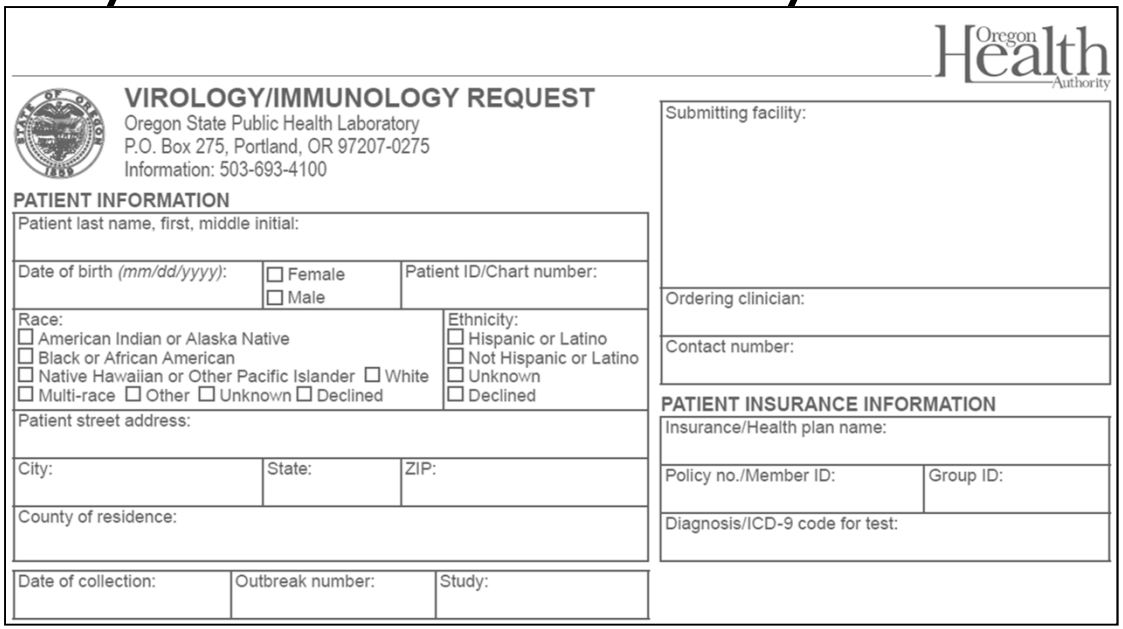
- Immediately, PCG will:
  - bill Oregon Medicaid/CCOs on behalf of the OSPHL
  - send invoices to submitters
  - track payments and provide billing reports
- As soon as possible, PCG will:
  - bill some private payers on behalf of the OSPHL
- Considering:
  - enroll as a provider with Washington Medicaid

New Billing Work Flow – The Basics



What's Changing for Sample Submission?

- On a rolling basis, the OSPHL will implement new test request forms. You may begin seeing these come to your clinic. Please use your old stock.



Oregon Health Authority

VIROLOGY/IMMUNOLOGY REQUEST
Oregon State Public Health Laboratory
P.O. Box 275, Portland, OR 97207-0275
Information: 503-693-4100

PATIENT INFORMATION

Patient last name, first, middle initial:

Date of birth *(mm/dd/yyyy)*: ☐ Female ☐ Male | Patient ID/Chart number:

Race:
☐ American Indian or Alaska Native
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Multi-race ☐ Other ☐ Unknown ☐ Declined

Ethnicity:
☐ Hispanic or Latino
☐ Not Hispanic or Latino
☐ Unknown
☐ Declined

Patient street address:

City: | State: | ZIP:

County of residence:

Date of collection: | Outbreak number: | Study:

Submitting facility:

Ordering clinician:

Contact number:

PATIENT INSURANCE INFORMATION

Insurance/Health plan name:

Policy no./Member ID: | Group ID:

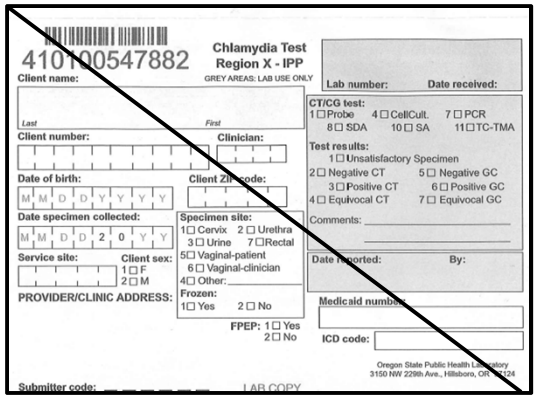
Diagnosis/ICD-9 code for test:

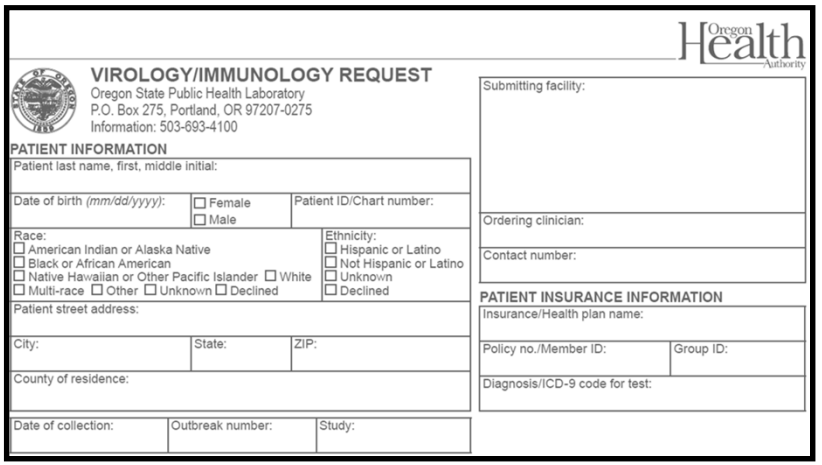
Required fields cheat sheets available at: www.healthoregon.org/phlbilling.

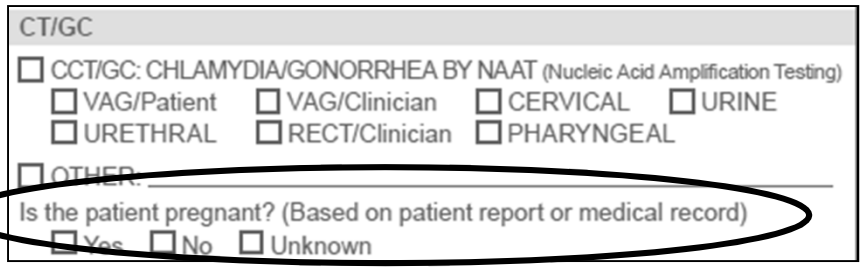
What's Changing for Sample Submission?

IPP/STD Program Sites

- ☐ Stop using Region X IPP form
- ☐ Begin using Virology (green) form
- ☐ Consistently provide Race and Ethnicity data
- ☐ Answer Pregnancy Status question for CT/GC tests.







What's Changing for Sample Submission?

All Sites – Complete the Patient Insurance Information

If patient is on Medicaid, this information is required.

May be attached, with this information highlighted (all other patient information still provided <u>on</u> OSPHL form)

- Insurance/Health plan name
  - If CCare or STD Program (IPP) coverage, write these in.
  - If Oregon Medicaid, name of CCO is required.
- Policy no./Member ID
- And…

PATIENT INSURANCE INFORMATION	
Insurance/Health plan name:	
Policy no./Member ID:	Group ID:
Diagnosis/ICD-9 code for test:	

What's Changing for Sample Submission?

All Sites – Complete the Patient Insurance Information

- Group ID
  - Provide, if applicable
- Diagnosis/ICD-9 code
  - Provide the code for the <u>test</u>
  - *Required* for patients with third party coverage (Ex: private insurance, Medicaid, etc.)
- Patient address is also required for privately insured patients

PATIENT INSURANCE INFORMATION	
Insurance/Health plan name:	
Policy no./Member ID:	Group ID:
Diagnosis/ICD-9 code for test:	

What's Changing for Sample Submission?

- Clients Requesting Confidential Services
  - Write "*Confidential*" in the *Insurance/Health Plan Name* box.
  - The charge for this test will be on your facility's invoice.
  - Reminder for billing staff: Consider this possibility if you discover that a patient listed on your invoice has insurance.

PATIENT INSURANCE INFORMATION	
Insurance/Health plan name:	
Policy no./Member ID:	Group ID:
Diagnosis/ICD-9 code for test:	

How Does Sample Submission Relate to Invoicing?

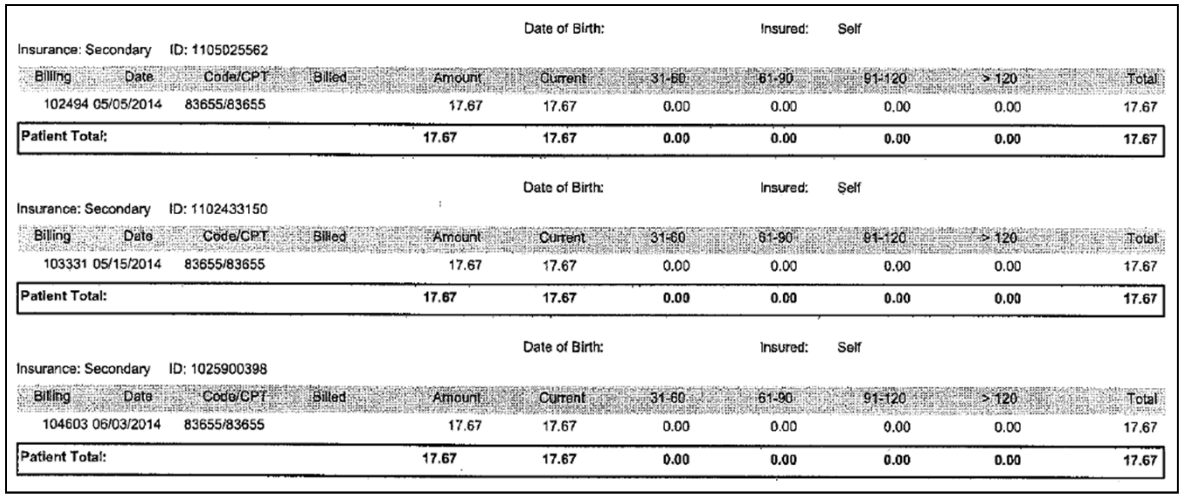
- If no insurance information is provided…
  - Bill to submitter
- If correct billing information is provided…
  - Option 1 - Successful billing, OSPHL reimbursed fully
  - Option 2 – Successful billing, OSPHL partially reimbursed, no balance bill to submitter.
  - Option 3 – Unsuccessful billing due to non-covered service or similar, bill to submitter
- If incorrect billing information is provided…
  - Unsuccessful billing, bill to submitter

What's Changing for Submitter Billing?

- Note: The OSPHL is not sending invoices or bills directly to patients.

What's Changing for Submitter Invoicing?

- Cover page similar to current
  - Invoice number, date of invoice, how to send payments, amount due, etc.
- Patient and testing detail
  - CPT, date of collection, amount due, etc.
  - Sorted by patient name



Insurance: Secondary ID: 1105025562 Date of Birth: Insured: Self

Billing	Date	Code/CPT	Billed	Amount	Current	31-60	61-90	91-120	> 120	Total
102494	05/05/2014	83655/83655		17.67	17.67	0.00	0.00	0.00	0.00	17.67
Patient Total:				**17.67**	**17.67**	**0.00**	**0.00**	**0.00**	**0.00**	**17.67**

Insurance: Secondary ID: 1102433150 Date of Birth: Insured: Self

Billing	Date	Code/CPT	Billed	Amount	Current	31-60	61-90	91-120	> 120	Total
103331	05/15/2014	83655/83655		17.67	17.67	0.00	0.00	0.00	0.00	17.67
Patient Total:				**17.67**	**17.67**	**0.00**	**0.00**	**0.00**	**0.00**	**17.67**

Insurance: Secondary ID: 1025900398 Date of Birth: Insured: Self

Billing	Date	Code/CPT	Billed	Amount	Current	31-60	61-90	91-120	> 120	Total
104603	06/03/2014	83655/83655		17.67	17.67	0.00	0.00	0.00	0.00	17.67
Patient Total:				**17.67**	**17.67**	**0.00**	**0.00**	**0.00**	**0.00**	**17.67**

Summary of Changes

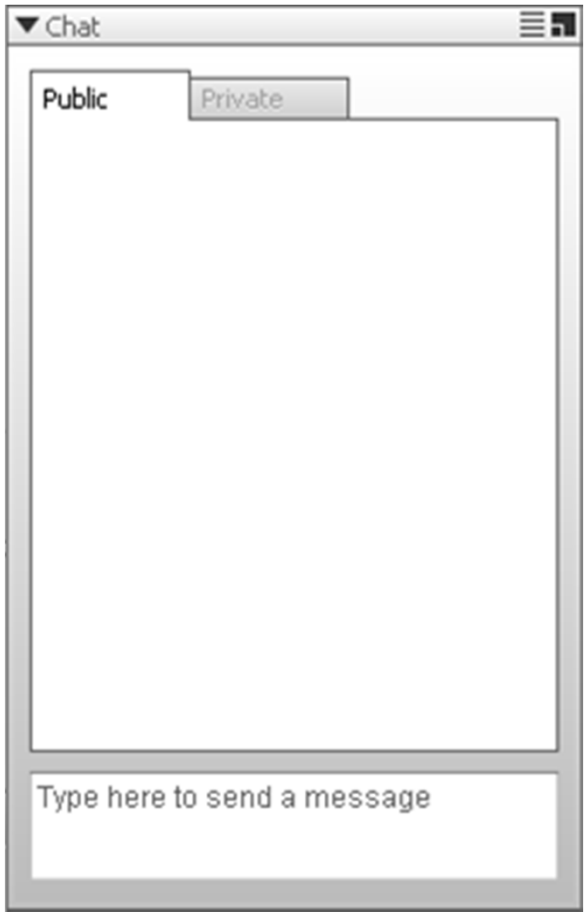
Topic	**Current Procedure**	**New Procedure** (start Dec. 1 services)
Test Request Forms	Region X IPP, Virology, Microbiology, and HIV	Virology (new), Microbiology (new), HIV (no change), no Region X IPP
Required Fields on Test Request Forms	Patient demographics, ordering location and provider, specimen source, test ordered, county of residence	Add: Insurance name, Policy number, diagnosis/ICD-9, address if private insurance. For IPP, add: race, ethnicity For CT/GC, add: Pregnancy Status (on new Virology form)
Invoices	From OFS Sorted by Test Type Lists test abbreviation	From PCG Sorted by Patient Name Lists CPT code
Payment	To OFS	To PCG

Resources

- OSPHL Webpage: www.healthoregon.org/phl
  - Stockroom Order Request Form: *Communicable Disease Testing > Forms and Collection Kits.*
- OSPHL Billing Changes Webpage: www.healthoregon.org/phlbilling
  - Today's presentation slides
  - Required fields "cheat sheets"
  - OSPHL Fee Schedule

Questions & Answers

- Type your question in the "Chat" box in the webinar.



Thank you!

- Contact Information at PHL:
  - Sarah Humphrey, Client Services Coordinator

    Phone: 503-693-4124

    E-Mail: sarah.m.humphrey@state.or.us
  - Contact me if you need any additional support for these changes.
- Vendor Contact Information:
  - Public Consulting Group (PCG)
  - Contact information will be on the invoices