



CHARLIE CRIST
GOVERNOR

Better Health Care for all Floridians

HOLLY BENSON
SECRETARY

September 9, 2009

Dear Hospital Provider:

In an effort to provide relief on issues related to unpaid claims, we have crafted a streamlined process for submitting alien claims and an option to electronically submit claims that have passed the timely filing deadline. Please review each section for dates and guidelines on submitting claims.

Inpatient Alien Claims

Beginning **September 1, 2009**, alien claims will no longer require medical review. To receive payment for emergency services provided to aliens, hospital providers must request a prior authorization number from KePRO. KePRO will review all alien claims for medical necessity, and payment will be based on the number of days approved by KePRO. Alien claims with a prior authorization from KePRO may be submitted electronically and will not suspend for medical review.

For hospitals holding inpatient alien claims with dates of service March 1, 2008 through August 31, 2009 that do not have a prior authorization (PA) number or claims previously denied for edit 3049, please request a retrospective review from KePRO, obtain a PA, and electronically submit your claims. Claims past the timely filing deadline may be submitted electronically on **October 26, 2009 through midnight November 16, 2009**. Due to the volume of requests for retrospective reviews it may take more than 20 days to obtain a PA from KePRO.

We are in the process of releasing all alien claims that have suspended for medical review to allow them to process for payment. These claims will bypass edits 2060, 3049, 3041 and 3052.

Please note: Florida Medicaid is negotiating with the Peer Review Organization to perform a retrospective review of all alien claims to determine if the services provided were emergent. Any payments on alien claims that do not meet emergent criteria are subject to recoupment.

Timely Filing

For a period of 15 business days beginning **October 26, 2009**, Florida Medicaid will allow hospital providers to electronically submit claims that are past the timely filing deadline and which do not require attachments. During this time, the timely filing edit, 0545, will be lifted for all inpatient hospital claims. The guidelines for submitting claims are:

- Claims **MUST** be submitted between **October 26, 2009 and midnight November 16, 2009**. Claims past the timely filing date that are submitted after midnight on **November**



16, 2009 will be denied and will have to be submitted to the Medicaid Area Offices for processing.

- Providers may only submit claims with dates of service on or after **March 1, 2008**. Please do not submit claims for dates of services prior to March 1, 2008. Any payments on claims with a date of service prior to March 1, 2008 will be subject to recoupment.
- Please do not submit claims electronically that have already been submitted to your Medicaid Area Office to force the timely filing edit. These will be handled by the Area Office staff.
- Please do not submit new claims to the Area Offices to force the timely filing edit, but submit them electronically during this October 26, 2009 through November 16, 2009 window.

New Policy effective September 14, 2009

All claims for an inpatient hospital stay that include an outpatient surgical procedure performed the day before admission may be filed electronically. Hospital providers are no longer required to send paper claims to the Area Offices for exceptional processing. Florida Medicaid will be updating the Hospital Services Coverage and Limitations Handbook, page 2-31, to reflect this change in policy.

Florida Medicaid believes in strengthening the relationship and communication with our providers. We hope this package of solutions will resolve many of your claim processing concerns. Thank you for the valuable services you provide to Florida's citizens. If you have questions, please contact your local Medicaid area office. You will find contact information at the following website: <http://ahca.myflorida.com/Medicaid>.

Sincerely,



Carlton D. Snipes
Deputy Secretary for Medicaid

CDS/pj

cc: Alan Strowd, Bureau Chief, Medicaid Contract Management
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