Claim Trouble Shooting Guide

## Indiana Vocational Rehabilitation

## Claim Payment System

Use the following guide to trouble shoot problems with claims. If your issue is not addressed in the following guide, contact the Customer Service Center: 1-833-475-3061.

| Problem | Questions to ask. | What’s going on? | What should you do? |
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| Problems entering and saving a claim? | Is the end date over 90 days ago? | Claims must be submitted within 90 days of the end of service date. | This claim cannot be submitted without contacting your VRCC. |
| Are the claim begin and end dates outside of authorization dates? | Claim begin and end must be within authorization dates.  | Amend the dates on the claim or contact your VRCC. |
| Do the dates overlap for multiple claim items on the authorization?  | When dates overlap for claims for the same authorization line item, an explanation in the ‘claim item notes’ field is required. | If dates for this service overlap, provide an explanation in the notes field for the claim item notes. |
| Are the units entered greater than authorized? | Service/Product units must be within what was authorized.\*  | If the amount entered for this line item is more than authorized, correct the amount entered or contact your VRCC. |
| Is the rate entered greater than authorized? | Service/Product unit rate must be equal to or less than the authorized unit rate.\*  | If the amount entered for this line item is more than authorized, correct the amount entered or contact your VRCC. |
| Did you press ‘Save’ for the whole claim, rather than ‘save changes’ for the claim item? | When developing a claim item, clicking ‘save’ at the claim level doesn’t work. | Exit the screen and come back to in to re-enter the information and continue editing. |
| Problems submitting a claim? | Did you create the claim? | Only the user who created the claim can submit the claim. | The user who created the claim can submit the claim. If this isn’t possible, contact your VRCC.  |
| Are you submitting a claim for a product? | All claims need a beginning and end date. If the claim is a product, enter the delivery date of the item as the begin and end date.  | If the claim is for a product, enter the delivery date of the item as the begin and end date. |
| Does the claim include a product over $50? | When the user enters a procedure code with a claim over $50, proper documentation must be uploaded.  | Please upload the proper documentation, including the receipt of goods. Contact your VRCC with questions. |
| Is the amount on the service line more than what was authorized? | The claim amount on the VR service line cannot be greater than authorization amount. | If the total entered for this line item is more than authorized, correct the amount entered or contact your VRCC. |
| Is the rate or units greater than what was authorized? | The Service/Product Rate or Service/Product Unit cannot be more than the authorized unit amount or unit quantity on the authorization service line without CPT codes.  | If the amount entered for this line item is more than authorized,\* correct the amount entered or contact your VRCC. |
| Trying to delete a claim, but it’s not working? | Did you create the claim? | Only the user who created the claim can delete the claim. | The user who created the claim can delete the claim. If this isn’t possible, contact your VRCC.  |
| What’s the claim status? | If a claim is approved, in process, or paid, it cannot be deleted. | If a claim is in an approved, not approved, in process or paid status it cannot be deleted. |
| Trying to remove a claim? | If a claim is approved, in draft, in process or paid, it cannot be removed. | Approved, draft, in process, or paid status claims cannot be removed. |
| Did you press ‘Remove’ for the claim item, rather than ‘delete’ for the whole claim? | Clicking ‘Remove’ on the claim item line will remove the line item. Clicking ‘Delete’ at the bottom right corner of the Claim Information screen deletes the whole claim.  | If the user needs to delete a line item, press ‘Remove’. If the user needs to delete the entire claim, press ‘Delete’.  |
| Problems entering a claim with a CPT code? | Do I have a Waiver for Medical Service(s)? | In certain situations, VR may authorize a waiver for a medical service rate. If this has occurred, it will populate in the authorization information. | “Wavier for Medical Service(s)” will populate if the waiver has been added to the authorization.  |
| There are CPT code(s) for a VR Service line and there is no waiver for medical services | User attempts to increase the Service/Product Rate.  | The rate entered cannot be greater than Medicaid rate. |
| Is the Medicaid rate for the CPT code $0? | If the CPT code has a Medicaid amount of zero dollars, enter an Invoice Amount for that CPT code. | You will see the following message: “*You have entered a CPT code(s) where the Medicaid Rate is 90% of your invoiced amount.  Your claim has been adjusted to reflect the rate for these code(s).”*The Medicaid Rate for this service is $0. Enter the invoiced amount for service.  |
| Can’t increase the units for a VR service line with CPT codes? | Units x Rate must be less than the total authorized amount. | If there are CPT codes for a VR Service line, the Service/Product units can be more than the authorized units. |
| Was the rate entered above the Medicaid rate? | Medicaid rates may only be decreased.  | Medicaid rates may only be decreased. Please correct the amount entered or contact the VRCC. |

\*There are exceptions when entering a claim with a CPT code. When entering CPT codes, users can increase the units if the total service/product amount is not greater than the authorization line amount.