TN Department of Intellectual & Developmental Disabilities

Provider Claim Processing (PCP)

Training Manual

Revised: April 29, 2016

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Definitions

- **Current Billing Period**: 6 Weeks
- **Late Bills**: Claims where a specific service code on a unique cost plan has never been billed for a particular day.
- **Adjustments**: Changes to a previously billed claim for a specific day for a unique cost plan.
- **Late Bill and Adjustment Period**: The 7 weeks previous to the current billing period.
- **Sweep Event**: A sweep of the billing will be done biweekly on Tuesdays. It will pick up anything billed prior to 12:01 a.m. Central Time on Tuesday morning that was not included in a prior sweep. New calendars will be added each Tuesday morning.
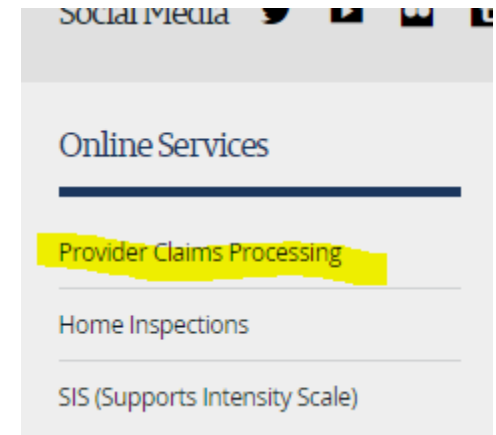
NOTE: See News, Events and Announcements for next sweep date on the homepage of the PCP application.

Logging In

- To open the **Provider Claim Processing** (PCP) home page. Visit our website which can be found here: **http://www.tn.gov/didd**

- Scroll to the bottom and beneath **Online Services** you can click on "Provider Claims Processing"

- Enter your PCP user ID and Password into the appropriate fields to login

REMINDER: PCP is closed on Tuesday mornings so that maintenance and sweeps may be performed.

NOTE: The initial ID / Password will be obtained by filling out a form provided during provider enrollment. ID Logins will be the email address of the user. Passwords should be unique, have a 10 character limit and should not contain any part of the user name or name of the agency. The Staff Login Request form is located on the DIDD website at http://www.tn.gov/didd/section/providers.

Social Media

Online Services

Provider Claims Processing

Home Inspections

SIS (Supports Intensity Scale)

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Introduction

- Click on "Current Billing" to access an alphabetical list of service recipients for the current 6 week period.

- Click on "Adjustments/Late Bills" to access the remainder of calendars that complete all cycles available to bill and adjust.

- Click on "Monthly Report" to access the Report Query screen.

- Click on "Logout" to end session.

Individual Service Recipient Search

- Use the social security number (hyphens are required) to search for an individual. If the SS# is not available, enter the first few letters of the individuals last and/or first name in all caps.

- Click "Search Service Recipient."

Current Billing - 6 Weeks

1. Click on "Current Billing."

2. Use the social security number (hyphens are required) to search for a specific individual. If the SS# is not available, enter the first few letters of the individuals last and/or first name in all caps.

3. If the search box is not used, an alphabetical list of Service Recipient names and Social Security Numbers will be displayed. The service Cost Center provided for the recipient will be listed under the "Service" column.

4. In the "Calendar" column, select a recipient's calendar by pressing the "View" button.

NOTE: A billing period appears duplicated in the menu when the period covers multiple cost plans and end dates.

5. A calendar for the recipient will be displayed for the service that you selected.

NOTE: If an individual is not located for a specific service Cost Center that has a documented service plan call the appropriate Regional Office to discuss the issue immediately.

Current Billing - 6 Weeks

6. Enter the billing data.

   IMPORTANT: Once a claim has been swept, as indicated by the date in "**Swept Date**" column that claim **CANNOT** be changed until it rolls over into Adjustments.

   Reminder: Do not under any circumstance enter billing units on a calendar with incorrect information. Do not enter billing into the Current 6 week calendars until documentation is present and reviewed by the PCP user.

   Services that are billed once a month cannot be billed until all required elements are completed and documentation is present. It is acceptable to routinely bill on the last day of the month.

7. Use the "Tab" button on your keyboard to move to the next input field. DO NOT use the "Enter" button.

   NOTE: Pressing the "Submit" button attests to the following statement: I hereby certify by submitting this invoice that I agree that this submission is in accordance with the Provider Agreement, Section A.19.(a)(ii) and that the supporting documentation has been reviewed, approved and is available as required for reconciliation purposes to the TennCare Fiscal and/or DIDD staff. I understand that payment and satisfaction of this claim will be from Federal and State funds, and that any false claims, statements, documents, or concealment of a material fact, may be prosecuted under applicable Federal and/or State laws.

8. When you are finished entering all of the billing data, press the "**Submit**" button.

Activity Date	Unit(s)	Swept Date
Total	5	
Monday, December 17, 2012	1	01/15/2013
Tuesday, December 18, 2012	1	01/15/2013
Wednesday, December 19, 2012	1	01/15/2013
Thursday, December 20, 2012	1	01/15/2013
Friday, December 21, 2012	1	01/15/2013
Total	5	

First Prev 1 of 1 Next Last **Submit**

Activity Date	Unit(s)	Swept Date
Total	0	
Monday, January 21, 2013	1	

Invalid unit value, please make sure that the following criteria are met:
1. Unit entered was less than or equal to daily maximum
2. Unit entered was a positive whole number

Activity Date	Unit(s)	Swept Date
Tuesday, January 22, 2013	2	
Wednesday, January 23, 2013	1	
Thursday, January 24, 2013	1	
Friday, January 25, 2013	1	
Total	0	

First Prev 1 of 1 Next Last **Submit**

Current Billing - 6 Weeks

IMPORTANT:

- If a "**Maximum Exceeded Message**" appears, more units have been billed than the cost plan or service definition allows. This message will appear if the daily or monthly maximum is exceeded. Correct the units that have the message displayed above them in the input box and press "Submit". NOTE: It may be necessary to take the units back to zero to clear the que and then enter appropriate documented units.

- In the event that <u>multiple</u> providers are authorized to provide a day service to a service recipient on the same day, only one provider will be allowed to bill a day service. Should a provider attempt to bill for a day service on a day when another day service for that service recipient has already been billed, PCP will generate the error message:

  "Sorry, unable to process 1 units for this calendar day, the limit of 1 unit has already been entered."

- If no message appears, PCP will save the record.

- To go to another recipient, click on "Current Billing" or use the back button on the PCP menu.

Adjustment / Late Bills - Period

The 7 weeks previous to the current billing period.
(Only supervisors can make adjustments or do late bills)

1. Click on "Adjustment / Late Bills"

[Current Bill...] [Adjustment/Late Bills] [Monthly Report] [User Access] [Logout]
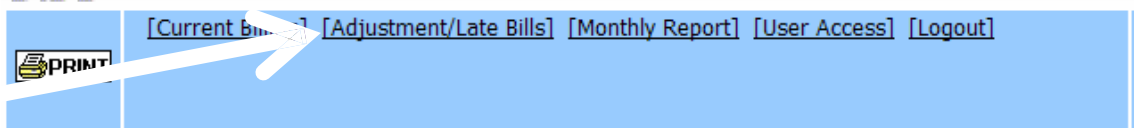
2. The "Search Adjustments/Late Bills" screen will appear.

To search for an individual recipient

- Use the social security number (hyphens are required) to search for a specific individual. If the SS# is not available, enter the first few letters of the individuals last and/or first name in all caps.

- Select a service month.

- Click "Search and Refresh List."

For an entire list of recipients

- Click on the drop down arrow for "Service Month" and choose a time period.

- Click "Search and Refresh List."

Search Adjustment/Late Bills

Last Name	
First Name	
SS No.	
Service Month	Select Value
	Search and Refresh List

Adjustments and Late Bills Search Result

Last Name	First Name	SS No.	Service	Reg.	Adj./Late Bill
No adjustment/late billing records found... Please enter search criteria above.					
First Prev 1 of 1 Next Last					

Adjustment / Late Bills - Period

3. The "Adjustments and Late Bills Search Results" screen will appear.

4. Locate recipient and service code and click "Click to View."

NOTE: If a specific service Cost Center is not located for an individual that has a documented service plan call the appropriate Regional Office to discuss the issue immediately.

5. The "Adjustments and Late Bills" screen will appear.

6. Click "Click to View" on the date that needs an adjustment or late bill.

NOTE: Do not under any circumstance enter billing units on a calendar with incorrect information. Assure that ALL documentation is reviewed and present prior to entering an adjustment or late bill.

Adjustments and Late Bills Search Result

Last Name	First Name	SS No.	Service	Reg.	Adj./Late Bill
			9P619	W	[Click to View]
			9P619	W	[Click to View]
			9T611	W	[Click to View]
			6D618	W	[Click to View]
			6P619	W	[Click to View]
			6P619	W	[Click to View]
			6T611	W	[Click to View]
			9D611	W	[Click to View]
			9P619	W	[Click to View]
			9P619	W	[Click to View]

Adjustments and Late Bills

Adjustment and Late Billing For

Last Name	
First Name	
SS No.	

Cost Plan Information

Site No.	PA243
Start Date	07/01/2012
End Date	07/31/2012
Monthly Max	312.00
Annual Max	312.00
Standard Rate	$3.69

Service Information

Service Code	9P619
Service Name	PA QTRHR

Activity Date	Unit(s)	Adj./Late	Adj./Late Bill
Sunday, July 22, 2012	24.00	0.00	[Click to view]
Monday, July 23, 2012	0.00	0.00	[Click to view]
Tuesday, July 24, 2012	0.00	0.00	[Click to view]
Wednesday, July 25, 2012	0.00	0.00	[Click to view]
Thursday, July 26, 2012	24.00	0.00	[Click to view]
Friday, July 27, 2012	0.00	0.00	[Click to view]
Saturday, July 28, 2012	24.00	0.00	[Click to view]
Sunday, July 29, 2012	0.00	0.00	[Click to view]
Monday, July 30, 2012	0.00	0.00	[Click to view]
Tuesday, July 31, 2012	0.00	0.00	[Click to view]
		First Prev 1 of 1 Next Last	

Adjustment / Late Bills - Period

Entering Late Bills

1. Enter the total number of units for that calendar day.
2. Click the "**Submit**" button.

Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
09/05/2012		
First Prev 1 of 1 Next Last	Submit	

Error Messages: An error message will appear if the daily or monthly maximum is exceeded. A "Monthly Maximum" message will indicate more units have been billed than the cost plan or service definition allows. Correct the units that have the message displayed in the input box and press "Submit".

NOTE: If a service is near the monthly maximum the adjustments lowering units should be completed prior to adding units to any day.

- If no message appears, PCP will save the record.

Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
OraOLEDB:ORA-20205:		
MONTHLY MAXIMUM: Sorry, unable to process 24.00 units for this calendar day. The maximum monthly allowance (312.00) will be reached if this number of unit(s) is processed. Only 23.00 more unit(s) may be entered for this calendar month.		
ORA-06512: at "DDPC.PROC_BILL_TRAN_ADJ_MNT", line 574 ORA-06512: at line 1		
09/05/2012	24	
	First Prev 1 of 1 Next Last	Submit

- Repeat step 1 above until all late bills for the recipient are entered.

- To go to another recipient and service code, click on
- "Adjustments/Late Bills" or use the back button on the PCP menu.

Adjustment / Late Bills - Period

Entering Adjustments

1. You will enter the new total "units" for that calendar day.
   DO NOT CALCULATE AND ENTER THE DIFFERENCE BETWEEN THE OLD UNITS AND THE NEW UNITS.

   NOTE:
   - If the unit(s) are to be changed to zero a zero MUST be entered.
   - The application will do the calculations for the adjustment. The application creates an adjustment record which cancels out the existing balance and creates another record for the new entry.
   - Changes are only necessary on the dates of service affected. If a date during the timeframe does not change it should be left as is.

2. Click the "Submit" button.

   NOTE:
   - Once you click on "Submit" you will return to the "Adjustments and Late Bills" screen for this recipient. The "Adj./Late" column reflects the actual net adjustment. You can make multiple adjustments for a single calendar day by entering the "total of number of units" on each new entry.

Adjustment Examples:
- Twenty (20) units were billed, but 23 units should have been billed. To adjust this claim, enter 23 units during the late bill and adjustment period. This generates a void on the original claim and enters the correct number of units on a new claim. The void of the original claim and the new claim will be swept accordingly.

- The wrong cost center was billed. To adjust this claim, enter the number zero under the wrong cost center. Enter the number of units for the correct cost center during the late bill and adjustment period. This generates a void of the original claim and enters the correct number of units on a new claim.

Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
09/05/2012		

First Prev 1 of 1 Next Last **Submit**

Adjustment / Late Bills - Period

Entering Adjustments (continued)

Error Messages:

An error message will appear if the daily or monthly maximum is exceeded. A "Monthly Maximum" message will indicate more units have been billed than the cost plan or service definition allows. Correct the units that have the message displayed in the input box and press "Submit".

- If no message appears, PCP will save the record.

- Repeat step 1 above until all adjustments for the recipient are entered.

- To go to another recipient and service code, click on "Adjustments/Late Bills" or use the back button on the PCP menu.

REMINDER: Pressing the "Submit" button attests to the following statement: I hereby certify by submitting this invoice that I agree that this submission is in accordance with the Provider Agreement, Section A.19.(a)(ii) and that the supporting documentation has been reviewed, approved and is available as required for reconciliation purposes to the TennCare Fiscal and/or DIDD staff. I understand that payment and satisfaction of this claim will be from Federal and State funds, and that any false claims, statements, documents, or concealment of a material fact, may be prosecuted under applicable Federal and/or State laws.

No adjustments should ever be entered without all available researched and verified documentation.

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Adjustment / Late Bills - Period

Summary Reports

1. Click on the "Monthly Report" on the PCP menu.
2. The "Summary Report" menu appears. There are tips on the right side of the page in a yellow box for better and more efficient searches.

3. Select **Report Type** – Based on the selected report type data will be gathered by **calendar month** or **billing period**.

4. Select a (calendar/billing) month to view.

Note: If you select a posting period it shows whatever has been billed to date regardless of "sweep" status.

5. Fill in any of the fields to search by.

6. After filling in the search boxes, click the "Preview Report" button, the list of service recipients that you searched for will be displayed.

[Current Billing] [Adjustment/Late Bills] [Monthly Report] [User Access] [Logout]

Summary Reports:

Report Type	Monthly report with one day delay / Billing period report with one day delay
Calendar Month	Select Value
Recipient Last Name	
Recipient First Name	
SS No.	
Service Code	
Site Code	
Total Unit Greater Than or Equal To	
Records per page	
*An exact match is required	

Select Value / AUGUST 2012 / JULY 2012 / JUNE 2012 / MAY 2012 / APRIL 2012 / MARCH 2012 / FEBRUARY 2012 / JANUARY 2012 / DECEMBER 2011 / NOVEMBER 2011 / OCTOBER 2011 / SEPTEMBER 2011 / AUGUST 2011 / JULY 2011 / JUNE 2011 / MAY 2011 / APRIL 2011

Preview Report

Please enter the filter criteria for the "Summary Reports". It may take a couple of minutes to build the report.

REPORT TIPS:

1. Select a 'Calendar Month/Posting Period' to preview.

2. Set 'Records per page' to '**All**' when generating a printed paper copy, otherwise use '5', '10', '25' or '100' when previewing the report on screen.

3. To remove "Units" that have zero (0) values from the report, enter **1** on the "Total Unit Greater Than or Equal To" entry box.

Summary Reports:

Report Type	Monthly report with one day delay / Billing period report with one day delay
Posting Period	Select Value
Recipient Last Name	
Recipient First Name	
SS No.	
Service Code	

Select Value / July 2012 (7/22-8/4) / July 2012 (7/8-7/21) / June 2012 (6/24-7/7) / June 2012 (6/10-6/23) / May 2012 (5/27-6/9) / May 2012 (5/13-5/26) / May 2012 (5/1-5/12)

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Adjustment / Late Bills - Period

Summary Reports (continued)

7. You may sort the report by any of the "underlined" headings at the top of the summary report by clicking on the heading.

8. To print the report, simply press the print button on the left hand side of the summary report.

Note: You can copy the information in the previewed report and paste it in Excel for extensive manipulation.

Example of Reports

Monthly report with one day delay

	[Current Billing] [Adjustment/Late Bills] [Monthly Report] [User Access] [Logout]	[Admin_Access_Setup] [Posting_Month_Setup] [News_and_Events] [Adjustment/Late Bills]
PRINT		

Calendar Month Billing Report

Calendar Mon.	Site	Last First MI	SS No.	Code	Service	Rate	Unit	Amount
2010-11	SC592			6C612		$231.00	1	$231.00
2011-03	SC592			6C612		$231.00	1	$231.00
2010-12	SC592			6C612		$231.00	1	$231.00
2011-08	SC592			6C612		$231.00	1	$231.00
2012-01	SC592			6C612		$231.00	1	$231.00
2010-09	SC592			6C612		$231.00	1	$231.00
2010-07	SC592			6C612		$231.00	1	$231.00
2010-11	SC592			6C612		$231.00	1	$231.00
2011-06	SC592			6C612		$231.00	1	$231.00
2010-08	SC592			6C612		$231.00	1	$231.00
								Total $2310

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Billing period report with one day delay

	[Current Billing] [Adjustment/Late Bills] [Monthly Report] [User Access] [Logout]	[Admin_Access_Setup] [Posting_Month_Setup] [News_and_Events] [Adjustment/Late Bills]
PRINT		

Monthly Billing Full Report

Service Mon.	Site	Last First MI	SS No.	Code	Service	Rate	Unit	Amount
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
June 2012 (6/24-7/7)	SC592			6C612		$231.00	1	$231.00
								Total $2310

First Prev 1 **2** 3 **4** 5 of 5 **Next** **Last**

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User Access

To add a user:

Complete the Staff Login Request form located on the website at http://www.tn.gov/didd/section/providers and email to DIDD_Billing.ACR@tn.gov.The login ID MUST be the email address of the individual entering billing. Designate the access role requested. Please do not designate every billing individual as a supervisor. The supervisor designation should be reserved for those already familiar with using PCP and that have the ability, verification and discretion to determine that an adjustment is warranted. The Staff designation can only access the Current Billing field and should have all verified documentation available at the time of billing. The billing individual will receive an email with their user information when setup is complete.

IMPORTANT: Passwords should be unique and should not be shared within an organization.
Passwords shall have the following characteristics:
- Must be 8-10 characters long.
- Must contain at least one number, one upper case and one lower case letter, and one special character (a character that appears above a number on a key on the keyboard).
- Must not be a password the user has previously used in PCP in the past.
- Must not be in any way associated with the name or location of the Provider or the individual's name.
- Must not contain sequential letters or numbers such as 123456789 or abcdefgh.

To obtain or change a user's password:

The billing individual must send an email request to DIDD_Billing.ACR@tn.gov from the email address matching the User ID. There are NO exceptions. This is a security issue. No other individual should be copied or have access to the user's password. The password reset button will be activated so that at the next login the individual will be prompted to change the password.

User Access

To inactivate a user or change the user designation:

Complete the Staff Change Request form located on the website at http://www.tn.gov/didd/section/providers and email to DIDD_Billing.ACR@tn.gov To conform to security requirements please deactivate employees that leave the agency or no longer need access as soon as possible.

Note: For security reasons, not everyone in an agency should have access to the PCP billing program. Think of the program as your checkbook and how many people you want to have access to it. Also, if you have more than one person doing the billing, one suggestion is to split the alphabet of names with one person having the first half and another person having the second half. Not every person should be designated as a supervisor. The supervisor designation should be reserved for those already familiar with using PCP and that have the ability, documentation and discretion to determine that an adjustment is warranted and correct. Do not post your user ID and password on boards or on notes on your desk. Keep this information confidential. Never under any circumstances share your password with any other user.

Please notify DIDD_Billing.ACR@tn.gov IMMEDIATELY if the agency's designated billing individuals change. Do not under any circumstances continue to use an ID for an individual no longer employed or authorized to bill.

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Contact Information

Problems with billing, payments, ACRs and PCP performance issues should be reported to DIDD_Billing.ACR@tn.gov.

Please include the agency name, 5 digit ID number, and region, as well as other pertinent information such as the service recipient's name, social security number, service code, date of service and any other relative information and screenshots.

Issues due to Cost Plan or service changes should be addressed with the appropriate Regional Office immediately.

DO NOT BILL ON ANY CALENDAR WITH THE INCORRECT INFORMATION OR COST PLAN.
APPROPRIATE CORRECTIVE ACTION WITH THE REGIONAL OFFICE SHOULD BE INITIATED BY THE PROVIDER BEFORE THE EFFECTIVE DATE OF THE CHANGE AND BEFORE THE DATE OF SERVICE IS AVAILABLE TO BILL IN PCP.

Important News, Events and Announcements will be posted to providers on the login page.
Please check the login page prior to logging in.