REV - Returned Warrants Procedure

Purpose:
Revenue Collections manages Returned Warrants that are returned to the IME. These are checks issued by Iowa Medicaid Enterprise to providers or individuals that are returned because there was no such provider at the address indicated, the check was not deposited before the expiration date (stale-dated), mailed to incorrect address, provider returned due to duplicate payment, Third Party Liability (TPL) paid, incorrect paid amount, product returned, or incorrect payee listed. The Returned Warrant is scanned into the OnBase system and: (1) an adjustment is made into the Medicaid Management Information Systems (MMIS) database to credit IME with the check amount.

Identification of Roles:

IME CORE: Scans documents to OnBase, credits claim in MMIS once Revenue Collections sends adjustment request.

IME Revenue Collections: Indexes the Returned Warrant to the proper queue and keywords the document. Revenue Collections creates OnBase adjustment request.

IME Provider Services: updates the provider's address in File No. 9 of the MMIS processing and destruction of Stale Dated Returned Warrants.

Fiscal Management: Gives approval of adjustments for hand written Returned Warrants.

Performance Standards: Daily, and as needed

Path of Business Procedure:
Step 1:   An Adjustment Request is created in OnBase to instruct Core on how to credit the most current claim in MMIS. If it is a TPL reimbursement, a history credit adjustment will be requested. (**Note:** If Revenue Collections receives a hand-written Returned Warrant, no adjustment should be performed without first contacting Fiscal Management for approval). In order to process an Adjustment Request the following occurs:

Step 2:   The Returned Warrant is indexed by classification. These classifications determine how the Returned Warrant will be processed. Revenue Collections Operations Support Specialist views the Returned Warrants, keywords and indexes the Returned Warrants into

OnBase. The Operations Support Specialist indexes the Returned Warrants with the following classifications.

    a) Classification 25, denotes an RCF Returned Warrant.

Step 3: After the Returned Warrants are keyworded and indexed, they will drop into one of the corresponding queues listed below based upon the issue date and status of the Returned Warrant.

    a) **CHK02 – RCF RETURNED CHECKS:** RCF Returned Warrants are automatically routed to this queue upon receipt by the IME for immediate adjustment and deposit unless it is stale dated.

    b) **CHK02 – DEPOSIT:** This queue holds Returned Warrants that have been adjusted and are to be deposited.

    c) **CHK02 – COMPLETED DEPOSIT:** This queue holds Returned Warrants that have been indexed, adjusted and deposited by Revenue Collections.

Step 4: If the Credit Adjustments for Returned Warrants includes a 3% increase, the following will occur: **Example (1):** If the original claim in MMIS was for $100.00 and there is a new claim for $103, and the provider only returned the $100.00 check, adjustment **(a)** is performed. **Example (2):** If the original claim in MMIS was for $200.00 and there is a new claim in MMIS for $206.00, and the provider only returned the $6.00 check, adjustment **(b)** is performed:

    a) The Operations Support Specialist will perform a history adjustment to manually price the claim so the new reimbursement amount would be $3.00. This type of history adjustment requires manually pricing each line on the claim separately. If the provider later returns the $3.00 check, a history credit for $3.00 would be performed, and the provider could still resubmit the claim.

    b) The Operations Support Specialist will do a history adjustment to manually price the claim so the new reimbursement amount would be $200.00. This type of history adjustment also requires manually pricing each line on the claim separately. If the provider later returns the $200.00 check, a history credit for $200.00 would be performed, and the provider could still resubmit the claim.

All Uniform Billing (UB) outpatient and inpatient claims will have to be performed the original way. The Operations Support Specialist) will perform a live gross take back for the entire claim (minus the amount

of the Returned Warrant received) and perform a history credit to the claim.

Step 5:   A selection of 3% of adjustments is pulled randomly per worker in OnBase. The auditor will then go to the Q.A. Queue in OnBase and work through adjustment to check for any errors. If any errors are found, the auditor will fill out an Adjustment Audit Form for the Operations Support Specialist to review and make any corrections that are needed.

   a. The auditor will go to Q.A. Queue in OnBase and work a percentage of the daily work that is dropped into the queue for the Operations Support Specialist staff.

   b. The auditor will work up the adjustments for each check to ensure the accuracy of the adjustment. Any discrepancies found will be brought to the attention the Operations Support Specialist. If additional training is needed, it is the responsibility of the auditor to meet with the individual.

   c. If any errors are found, it is the responsibility of the Operations Support Specialist to correct these errors. Once corrected, they will bring the Adjustment Audit Form back to the auditor. The auditor will then review to ensure that the adjustment is correct.

   d. Errors will be tracked on an individual basis and results will be provided to the Unit Leader on a weekly and monthly basis.

Note: Additional instructions for archive retrieval process and archive document purging can be found in the attachment section (page 9-12) of this document. These processes are only done on an occasional basis.

Step 6: Auditing returned warrants (for management only)

   a) Open OnBase
   b) Go to the Workflow
   c) Select the Check- 02 Returned Warrants Queues
   d) Review that the "returned warrants" main queue is 0, which means all documents have been indexed.
   e) Queues that need to be audited are RCF, even though the majority of times there will not be items placed in these queues.
   f) Review the arrival time; audit all items for that date. Note: RCF checks have a 24-hour turnaround time.
   g) Review the audit form (see below) and verify that the information is correct by comparing the check to the E-Form.

h) If there are errors, note them and provide to the representative to correct them, and follow up to ensure they are corrected. (Please note that the representative can correct all items with the exception of the "Status"). The Team Lead or Operations Manager will need to make that change.

i) If the item is in the Log Adjustment Queue and a correction needs to be made an email needs to be sent to the IME CORE Helpdesk.

j) Provide feedback to Account manager as needed. Complete the representatives audit scorecard with the totals.

Forms/Reports:

RFP References: N/A

Interfaces: CORE

Acronyms:

DHS: Department of Human Services

MMIS: Medicaid Management Information System