

# Overpayment Recovery Detail

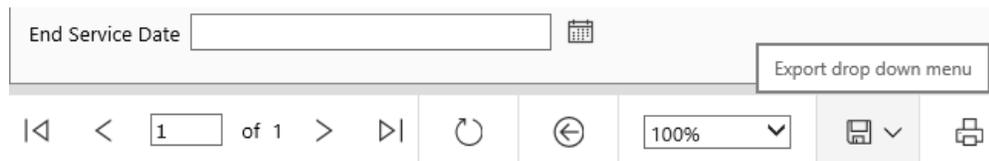
	<u>Page</u>
<b>Overpayment Recovery Detail Overview.....</b>	<b>1</b>
Access to Overpayment Recovery Detail.....	2
<b>Search Screen.....</b>	<b>2</b>
<b>Overpayment Recovery Detail Screen.....</b>	<b>3</b>
<b>Completing a Search .....</b>	<b>7</b>
<b>Exporting Search Reports to Excel or Acrobat (PDF) File .....</b>	<b>8</b>
<b>Printing Search Results.....</b>	<b>9</b>
<b>Totaling Claims for OPR Entry .....</b>	<b>9</b>

## Overpayment Recovery Detail Overview

The Overpayment Recovery Detail screen was created to give workers the ability to search for Medicaid expenses paid for members. This access is granted so workers can determine the amount of Medicaid public assistance debt when submitting a complete claim to the Department of Inspections and Appeals (DIA).

This new process allows workers to search by a member's state identification number for Medicaid paid amounts. A search for each person who is considered a member of the household during the overpayment period needs to be completed and then grouped together to determine the total debt amount.

Workers need to export a copy of the paid expenses as an Excel spreadsheet or PDF file then upload the document to the electronic case file in the event of an appeal. The Excel spreadsheet or PDF document can also be sent electronically, if needed. These tasks are accomplished by using the Export drop down menu on the Report Viewer taskbar shown below.



## Overpayment Recovery Detail

The screenshot shows the report viewer interface with the export menu open. The report content is partially visible on the left, and the export options are listed on the right.

Transaction Control Number	First Service Date	Last Service Date
<b>State ID:</b>		
<b>Name:</b>		
<b>Start Search Date:</b>		
<b>End Search Date:</b>		

- Word
- Excel
- PowerPoint
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data
- Data Feed

## Access to Overpayment Recovery Detail

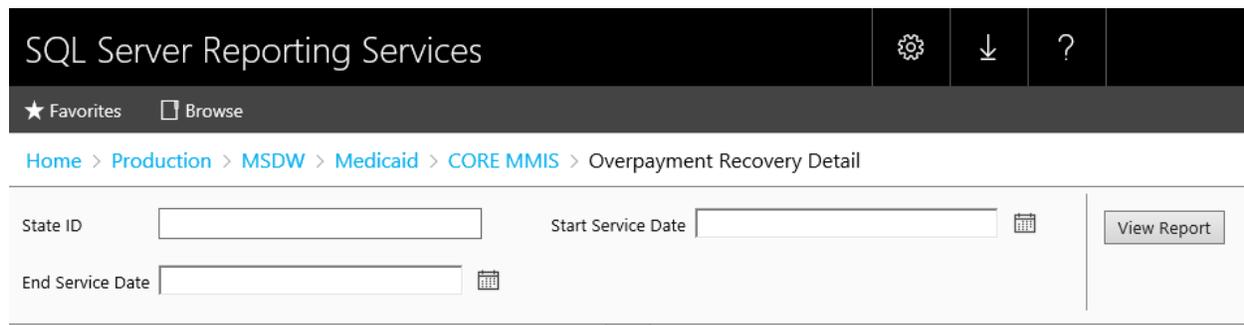
Income maintenance (IM) workers, Health Insurance Premium Payment (HIPP) Program staff, Department of Human Services (DHS) policy staff, and DIA staff have access to the Overpayment Recovery Detail screen.

Depending on which computer settings are used, users may need to use the double set of scrollbars to navigate the screen.

Workers can access Overpayment Recovery Detail on the Field IM Staff page located at: <http://dhssp/fo/IM/default.aspx>. Click the OVERPAYMENT RECOVERY DETAIL link to display the CORE MMIS reports page. Select the Overpayment Recovery Detail option.

## Search Screen

The Search screen is displayed by clicking the link. A sample of the search page is shown below.



The screenshot shows a web browser window with the title "SQL Server Reporting Services". The breadcrumb navigation is "Home > Production > MSDW > Medicaid > CORE MMIS > Overpayment Recovery Detail". The search section contains three input fields: "State ID", "Start Service Date", and "End Service Date". Each date field has a calendar icon to its right. A "View Report" button is located to the right of the date fields. At the bottom of the search section, there is a small blue pointer icon in the center of a gray bar.

The parameters (search) section contains the following fields:

- ◆ **STATE ID:** Enter the member's state identification (ID) number.
- ◆ **BEGIN DATE (MM/DD/CCYY):** Enter the first day of the claim period to be searched or use the calendar icon to select the correct date.
- ◆ **END DATE (MM/DD/CCYY):** Enter the last day of the claim period to be searched or use the calendar icon to select the correct date.

NOTE: The Parameters (search) section can be minimized or expanded by clicking the small blue pointer located in the center of the gray bar at the bottom of the Search section.

## Overpayment Recovery Detail Screen

The Overpayment Recovery Detail screen displays the results of the search. All searches will return a result of either:

- ◆ No Records Found, or
- ◆ Results Found with a list of all Medicaid reimbursements paid during the search timeframe parameters.

If no records are found, the screen will display the following:

The screenshot displays the SQL Server Reporting Services interface. At the top, there is a navigation bar with the text "SQL Server Reporting Services" and icons for settings, download, and help. Below this is a breadcrumb trail: "Home > Production > MSDW > Medicaid > CORE MMIS > Overpayment Recovery Detail". The main content area contains search parameters: "State ID" with a text box containing "#####X", "Start Service Date" with a date picker set to "1/1/2019", and "End Service Date" with a date picker set to "9/13/2019". A "View Report" button is located to the right of the date pickers. At the bottom, there is a toolbar with navigation icons (back, forward, refresh, search), a "1 of 1" indicator, a "100%" zoom level, and icons for save and print.

## **Overpayment Recovery Detail**

### **No Records Found**

When a No Records Found report is generated, staff need to document the SID and date range used for the search parameters and the no records found result in a case narrative.

When Medicaid reimbursements are found, the results screen will appear similar to the example shown below.

SQL Server Reporting Services

★ Favorites □ Browse

Home > Production > MSDW > Medicaid > CORE MMIS > Overpayment Recovery Detail

State ID: [#####X] Start Service Date: [1/1/2019] [📅]  
 End Service Date: [9/13/2019] [📅] [View Report]

1 of 1 | 100% | Find | Next

### Overpayment Recovery Detail

State ID: #####X  
 Name: LASTNAME, FIRSTNAME  
 Start Search Date: CCYYMMDD  
 End Search Date: CCYYMMDD

Transaction Control Number	First Service Date	Last Service Date	Provider #	Provider Name	Cat Srv	Acct Cd	Clim Stat	Charged	Reimbursed
#####	CCYYMMDD	CCYYMMDD	#####	XXXXXXXXXXXXXXXXXXXX	##	X	X	\$###.##	\$##.##
#####	CCYYMMDD	CCYYMMDD	#####	XXXXXXXXXXXXXXXXXXXX	##	X	X	\$###.##	\$##.##
#####	CCYYMMDD	CCYYMMDD	#####	XXXXXXXXXXXXXXXXXXXX	##	X	X	\$#,###.##	\$###.##
#####	CCYYMMDD	CCYYMMDD	#####	XXXXXXXXXXXXXXXXXXXX	##	X	X	\$###.##	\$###.##
#####	CCYYMMDD	CCYYMMDD	#####	XXXXXXXXXXXXXXXXXXXX	##	X	X	\$###.##	\$###.##
Total:								\$#,###.##	\$###.##

The Parameters (search) section can be minimized or expanded by clicking the small blue pointer located in the center of the gray bar at the bottom of the search section.

The Overpayment Recovery Detail screen with results displays information in the following fields:

- ◆ **STATE ID:** Displays the member’s state identification number (ID) under which claims were searched.
- ◆ **NAME:** Displays the member’s name in last name, first name format.
- ◆ **START DATE:** Displays the first day of the claim period searched in CCYY/MM/DD format.
- ◆ **END DATE:** Displays the last day of the claim period searched in CCYY/MM/DD format.

The screen also displays information on the paid Medicaid reimbursed claims under the following column headings:

- ◆ **TRANS CONTROL #:** Displays the transaction control number assigned by Iowa Medicaid Enterprise (IME) to this service claim.
- ◆ **FIRST SERVICE DATE:** Displays the first day the service was provided to the member.
- ◆ **LAST SERVICE DATE:** Displays the last day the service was provided to the member.
- ◆ **PROV #:** Displays the provider’s number.
- ◆ **PROV NAME:** Displays the provider’s name.

◆ **CAT SRV:** Displays a code for the provider category of service. Valid codes are:

10	Inpatient hospital care	64	MH access plan
15	Outpatient hospital care	65	EPSDT screening (Care for Kids)
16	Child partial hospitalization	66	HMO services
17	Child day treatment	67	PACE
18	Adult partial hospitalization	68	Patient management
19	Adult day treatment	69	HIPP
20	Skilled nursing care	70	Medical supplies
25	Nursing home	75	Other practitioner services
26	ICF/MR	76	Family-centered services
27	Nursing home/mentally ill	77	Family preservation
30	Home health services	78	Treatment foster family care
31	Lead inspection	79	Group treatment therapy
35	Physician services	80	Dental services
40	Clinic services	82	Optometrist services
42	MEP case management	84	Chiropractic services
45	Laboratory and X-ray	86	Podiatric services
46	Habilitation services	88	Physical disability waiver services
48	Remedial services	89	Brain injury waiver services
49	Rehabilitative support services	90	Psychiatric care
50	Ambulance	91	Residential care facility
51	Local education agency services	92	Intellectual disabilities waiver services
52	Early access services	93	Children's mental health waiver services
55	Prescribed drugs	94	AIDS/HIV waiver services
57	Drug capitation	95	Elderly waiver services
59	Indian health services	96	Ill & handicapped waiver services
60	Family planning services	97	County office reimbursement
62	Iowa Plan	98	MEP services
63	Managed substance abuse care	99	Unassigned

NOTE: Based on monitor settings, it may be necessary to minimize the Parameters section to view the following column headings:

◆ **ACCT CD:** Displays the accounting code associated with this service. Valid codes are:

- A Credit: claim adjustment
- B Credit: claim credit
- C Credit: mass adjustment
- D Credit: mass credit
- E Adjust: claim adjustment
- F Adjust: mass adjustment
- G History only: credit from adjustment
- H History only: credit from credit
- I History: credit from mass adjustment
- J History: credit from mass credit
- K History: adjustment from adjustment
- L History: adjustment from mass adjustment
- 0 Normal: pay provider
- 1 History only: no provider pay
- 2 Debit: gross adjustment
- 3 Credit: gross adjustment
- 6 History only: debit gross adjustment
- 7 History only: credit gross adjustment

◆ **CLM STAT:** Displays the payment status of the claim. Valid codes are:

- B In process (being keyed)
- C Suspended
- D Suspense ready to process
- E Suspense to be deleted
- H Held
- I To be paid
- K To be denied
- N Paid
- P Denied

◆ **CHARGED:** Displays the amount of charges submitted by the provider for the services provided to the member.

◆ **REIMBURSED:** Displays the amount of payment issued for the services submitted by the Medicaid provider.

- ◆ **CHARGED TOTAL:** Displays the total amount of charges submitted by all providers for the services provided to the member.
- ◆ **REIMBURSED TOTAL:** Displays the total amount of payments issued for the services submitted by all Medicaid providers. **Use this amount when determining the debt total.**

### Completing a Search

To complete a search for paid reimbursement claims, follow these steps:

Step	Action
1	Access Overpayment Recovery Detail on the Field IM Staff page at: <a href="http://dhssp/fo/IM/default.aspx">http://dhssp/fo/IM/default.aspx</a> . Click the OVERPAYMENT RECOVERY DETAIL link.
2	<p>On the search page, locate the Parameters (Search) entry fields on the right side of the screen. Complete the following fields:</p> <ul style="list-style-type: none"> <li>◆ <b>STATE ID:</b> Enter the state identification number of the member for whom the claims search is being completed.</li> <li>◆ <b>BEGIN DATE:</b> Enter the first day of the claim period to be searched or use the calendar icon to select the correct date.</li> <li>◆ <b>END DATE:</b> Enter the last day of the claim period to be searched or use the calendar icon to select the correct date.</li> </ul> <p>Click on the VIEW REPORT button to generate the Search Report.</p> <p>NOTE: For Medically Needy with a spenddown claim, ongoing certification periods can be for only one or two months and retroactive certification periods can be for no more than three months. A search needs to be completed for each certification period.</p>
3	<p>Print or export the Search Report, then:</p> <ul style="list-style-type: none"> <li>◆ If additional searches need to be made, go to Step 2.</li> <li>◆ If all searches are completed, close the browser window by clicking the 'X' in the upper right hand corner.</li> </ul>

## **Exporting Search Reports to Excel or Acrobat (PDF) File**

To export a Search Report to an Excel or Acrobat (PDF) file, follow these steps:

<b>Step</b>	<b>Action</b>
1	With the generated report showing, click the EXPORT DROP DOWN MENU button and select EXCEL or PDF.
2	<p>A dialog box appears asking the user to open the document, save the document, or cancel the operation. If you click:</p> <ul style="list-style-type: none"><li>◆ OPEN,: This allows viewing the document in the selected format. You can save the file using normal procedures. Close document by clicking the 'X' in the upper right hand corner.</li><li>◆ SAVE,: This saves a copy to the user's downloads folder and displays a new dialog box with options to open the document, open the downloads folder, or view downloads in a pop-up window.</li></ul> <p>NOTE: The SAVE button has a drop list with other options. Click the arrow to display options and select SAVE AS to open a SAVE AS dialog box. Using the SAVE AS dialog box, select the folder where the document is to be saved and enter a new file name, if desired. Then click SAVE. The dialog box disappears when the download is complete.</p> <li>◆ CANCEL,: This allows the user to cancel the export operation.</li> <p>NOTE: Exported files need to be uploaded to the electronic case file using the Document Upload feature.</p>
3	If additional searches are to be completed, repeat Steps 1 and 2 for each additional Search Report. When all searches are completed, close the Overpayment Recovery Detail screen by clicking the 'X' in the upper right hand corner.

## **Printing Search Results**

To print a Search Result screen, follow these steps:

<b>Step</b>	<b>Action</b>
1	With the generated report showing, click the PRINT button.
2	A PRINT pop-up appears with fields to select page size and orientation. Make any needed changes and click PRINT to open the Print dialog box.
3	In the Print dialog box, check the printer name and properties, then click OK to print the Search Report.  NOTE: To have the entire report print on one page, change the printer properties to show "landscape" orientation on the Finishing tab.
4	If additional searches are to be completed, repeat Steps 1 and 3 for each additional Search Report. When all searches are completed, close the Overpayment Recovery Detail screen by clicking the 'X' in the upper right corner of the screen.

## **Totaling Claims for OPR Entry**

To determine the total amount of the debt claim, users must combine the REIMBURSED TOTAL for each household member for the corresponding timeframes and enter the grand total on the OPR Medicaid Overpayment Calculation screen.

The B household consists of Mr. B, Mrs. B, and child B. The household was determined ineligible for all coverage groups except for Medically Needy with a spenddown for the months of January through April.

The worker determines the Medically Needy certification periods are January/February and March/April. The worker completes a claims search for each household member's state ID number for both of the certification periods (total of six searches).

After all searches are completed, the worker adds the REIMBURSED TOTAL from the January/February and the March/April reports to determine the debt claim amount for each of the respective certification periods. The worker enters the grand total for each certification period on the OPR Medicaid Overpayment Calculation screen.