



Louisiana Medicaid Management Information System (LMMIS)

Electronic Claims Status Inquiry (eCSI) Application User Manual

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Prepared By Technical Communications Group

Molina Medicaid Solutions and the Louisiana Department of Health and Hospitals

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PROJECT INFORMATION

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1.0 OVERVIEW

1.1 Objectives

The Electronic Claims Status Inquiry (eCSI) Web Application provides a secure web-based tool for providers to inquire on the status of a claim within the adjudication process. This application is accessible to all providers who have a computer with Internet access using a recent version of either Netscape Navigator or Internet Explorer browser software. Providers must establish a valid online account with Louisiana Medicaid, complete with a valid login ID and password, in order to access the web-based application.

The eCSI application enables providers to inquire on the status of claims (i.e. paid, denied, voided, etc.) using the HIPAA compliant Transaction Set 276/277. It is a real-time application that processes in accordance with the Health Care Claim Status Request and Response 276/277 Implementation Guide, ANSI X12N 276/277 (005010212).

The database for the application maintains two years of claim information based on the claim's date of receipt. On a daily basis, claim activity including new claims, adjustments, voids, and pended claims is extracted and passed to the UNIX ORACLE[™] Database and is processed as new activity.

Claim status inquiry and response processes are supported for all LMMIS claim types. Providers can inquire on the status of a claim by executing a search via a generic general method or by specific ICN.

2.0 ACCESSING THE APPLICATION

- 1. Open your web browser and enter the URL for the Louisiana Medicaid main menu <u>http://www.lamedicaid.com.</u>
- 2. Login in to the Provider Applications area in accordance with the instructions located on the Provider Web Account Registration Instructions link at: <u>http://www.lamedicaid.com/provweb1/Provweb_Enroll/website_enrollment.htm</u>. If you do not already have a web account, this guide will explain how you get a web account to access provider applications. If you do already have an account, the guide explains how to login to the provider application area.
- 3. Once you login, the **Provider Applications Area** screen is displayed. Select the **Claim Status Inquiry** link.

| or Technical Support, call | Change Password Change Account Info Provider Logout relp Provider Applications Area |
|--|---|
| -877-598-8753. | The application(s) listed below are for authorized use only. Click on an application link to access the application. |
| | Provider Applications |
| | LAMEDICAID.COM Fact Sheet |
| | Restricted Provider Applications |
| | Administrative Tools |
| | Administrative Tools - PBM |
| | Submitter Contact Information |
| | Submitter Linked Provider |
| | Submitter Claims Denied All 9 |
| | Batch Eligibility Verification System |
| | Batch 270 Submission Mor or |
| | Batch Eligibility Verification System Pilot |
| | Electronic Clinical Da Squiry |
| | Claim Status Inquiry |
| Provider Logout | Prescriber Practices and Diabetes Management Admin |
| | Electronic Prior Authorization |
| | Provider Ownership Enrollment |
| Warning: Unauthorized use | Electronic Referral Authorization |
| contained herein is | National Presider Identifier |
| Repartment of Health and Repolitals | Immunization Pay-For-Performance (P4P) |
| | PACE 820 Report System |
| | Provider Locator Information |
| | Electronic Referral Authorization (Pilot) |
| | PA Requests for Case Managers |
| | Uncompensated Care Costs |
| | EDI Submission Application (EDI) |
| | man and an |
| | Document : Provider Applications Area |

Note: The list of applications shown here is comprehensive; you may not see as many options on the Provider Applications page.

4. The Medicaid Claims Status Inquiry Web Application screen is displayed.

If the provider logs in using their NPI, then the NPI is displayed. If the provider logs in using their Medicaid Provider ID and has an NPI, the NPI is displayed. If the provider is an atypical provider and does not have an NPI, the Medicaid Provider ID is displayed.

| Medicaid Claims Status Inq | uiry Web Application | |
|---|--|--|
| Navigation Menu | | |
| Search Response Print Friendly | <u>eMEVS Main Menu Help</u> | |
| For Technical Support, please or For Technical Support, please or For Eligibility Verification Suppor For Other Types of Assistance, To view the Medicaid HIPAA | K [*] prowser burgon - please use the navigation intact (877) 578-8753. 't, please choose the <u>eMEVS</u> Navigation Mer please confact Molina Medicaid Solutions Pro Error Cyde Crosswalk table, click here | menu. nu Option above or call (800) 776-6323 or (225) 216-7387 to access REV5 vider Relations at (800) 473-2783 or (225) 924-5040 . |
| Search Type General Search | Llear Screen | |
| Provider Name JOHN DOE | NPI 1234567891 | |
| Recipient ID 123456789123 | 13 Digit Number | |
| Claim Charge Amount | #.## | |
| Dates of Service | 🖩 thru 🔤 mm/dd/yyyy | |
| Your Trace # | | |
| *** Note: Required fields are in re | ^d Submit | |
| | | |
| | | |

The eCSI page will display a functioning link to the HIPAA/LA MEDICAID ERROR CODE CROSSWALK report.

3.0 USING THE eCSI APPLICATION

This section of the User Manual presents information on navigating through the application, general search inquiry, ICN search inquiry, and the response transaction. Providers are able to inquire on the status of a claim by performing a general search or an ICN specific search. These two different search methods are provided in a pull down menu in the Search Type field.

eCSI Search Type Methods

| | | - | | Change Password | Change Account Info | Provider Logout | ł |
|--|--|---|--|--|--|-----------------|---|
| Medicaid Claims Status | nquiry Web Applicati | ion | | | | | |
| Navigation Menu | | | | | | | |
| Search Response Print Frien | dly <u>eMEVS</u> <u>Main Menu</u> <u>H</u> | Help | | | | | |
| IMPORTANT: DO NOT use the " For Technical Support, pleas For Eligibility Verification Sup For Other Types of Assistan To view the Medicaid HIP | BACK" browser button - plea e contact (877) 598-8753. pport, please choose the <u>eh</u> ce, please contact Molina M AA Error Code Crosswall | ise use the naviga MEVS Navigation ledicaid Solutions k table, click h e | tion menu. Menu Option above or Provider Relations at (ere | call (800) 776-6323 800) 473-2783 or (2 | or (225) 216-7387 to 25) 924-5040 . | access REVS. | |
| Search Type General Search | clear Screen | | | | | | |
| Provider Nam General Search | h NPL 1386740 | 1959 | | | | | Ī |
| Recipient ID | 13 Digit Number | | | | | | |
| Claim Charge Amount | #.## | | | | | | |
| Dates of Service | thru | mm/dd/yyyy | | | | | |
| Your Trace # | | | | | | | |
| *** Note: Required fields are i | n red Submit | | | | | | - |

A provider is able to utilize the billing provider number or the servicing provider number; whichever the provider used to log into the application. If a billing provider number is used, eCSI returns all claims for that billing provider regardless of the servicing provider. If a servicing provider number is used, eCSI will return only claims where that provider is the servicing provider.

3.1 Navigating Through the Application

This subsection provides information on navigating through the eCSI application.

3.1.1 Screen Buttons

The selection processing functions that appear on the eCSI web user screen pages assist the user in navigating through the application. There are six navigational links that appear across the top of the web screen. These links are disabled if the function is not available from a particular screen. In addition, the **Clear Screen** link appears in the middle of the screen. If the user's mouse hovers, i.e., remains stationary for a period of time over one of these links, a message appears to identify the purpose of the link.

| Navigation | | | | | | | | | |
|---|---|--|--|--|--|---|----------------------------|---------------------------------------|---------------|
| - | menu | | | | | | | | |
| Search R | esponse Print Fr | iendly <u>eMEVS</u> | <u>Main Menu</u> <u>He</u> | 10 4 | _ | | | | |
| For Tech For Eligit For Othe To view | nical Support, ple bility Verification : er Types of Assist the Medicaid H | ease contact (87 Support, please ance, please co IIPAA Error Co | 77) 598-8753. choose the <u>eM</u> ntact Molina Me ode Crosswalk ar Screen | E <mark>VS</mark> Navigation dicaid Solution table, click h | n Menu Option a Is Provider Rela I <mark>here</mark> | above or call (800) tions at (800) 473 | 776-6323 o -2783 or (2) | or (225) 216-7387 to 25) 924-5040. | o access REVS |
| Provider I | Name BUJARD | | NPI 13867409 | 59 | 1 | | | | |
| | 13 | Digit Number | , | | - | | | | |
| | . # | | | | | | | | |

- Select the *Search* link to perform a Claims Status Inquiry search by ICN or General Method
- Select the *Response* link to view the claims status response screen
- Select the *Print Friendly* link to view a print friendly version of the response screen
- Select the *eMEVS* link to access the electronic Medicaid Eligibility Verification System
- Select the *Main Menu* link to discontinue current processing at any page and return to the Provider Applications Area Main Menu.
- Select the *Help* link to obtain field specific help information.
- Select the *Clear Screen* link to clear a page and reset the page data fields to their default values

There is a selection-processing button that appears in the lower right hand corner of the web screen.

• Select the *Submit* button to process the data entered on a screen.

3.1.2 Submission Error Messages

The eCSI application provides logical, user-friendly error messages during the submitting process to inform the user that an error has occurred and corrective action is needed. When an error is detected, a user is informed via a message box that an error has occurred. The error message identifies the corrective action needed to fix the error. If a required field is blank when the user selects the **Submit** button, an error message dialog box is displayed indicating that the required field(s) is blank. Most text fields require a certain number of characters to be entered. If fewer than the required number of characters is entered, a message will inform the user has entered the appropriate information in all required fields. If data entered in a specific field is in an incorrect format; i.e., alphabetic instead of numeric data in a numeric field, then a message is returned identifying the error. All data must be entered in the correct format before processing continues. The following is an example of an error message.

| lana | 2 | |
|---|--|--|
| Medicai | d 🚅 | |
| | The page at http://192.60.37.68 says: | |
| Medicaid Claims Statu | 1 The following errors occurred: | Change Password Change Account Info Provider Lo |
| Navigation Menu Search Response Print Fri | * Recipient ID must be a 13 digit number. | |
| IMPORTANT: DO NOT use the For Technical Support, ple For Eligibility Verification S For Other Types of Assista To view the Medicaid H | OK upport, please choose the <u>eMEVS</u> Navigation Menu Option above ince, please contact Molina Medicaid Solutions Provider Relations a IPAA Error Code Crosswalk table, click <u>here</u> | or call (800) 776-6323 or (225) 216-7387 to access REVS t (800) 473-2783 or (225) 924-5040. |
| Search Type General Sea | rch 💌 Clear Screen | |
| Provider Name | NPI | |
| Recipient ID 12345678910 | 13 Digit Number | |
| Claim Charge Amount | 4.44 | |
| Dates of Service | 📰 thru 🔤 mm/dd/yyyy | |
| Your Trace # | | |
| *** Note: Required fields are | in red Submit | |

eCSI Error Message

3.1.3 Informational Messages

During eCSI web screens processing, the user is kept aware of the processing status through the use of informational messages. If an informational message is received the user does not have to initiate a corrective action. The message is for informational purposes solely and the processing continues. The following is an example of an informational message that is executed when the server is down and the user needs to try again later.

| I | Medicaid Claims Status Inquiry Web Application |
|---|---|
| 1 | lavigation Menu |
| | Search Response Print Friendly eMEVS Main Menu Help |
| | IMPORTANT: D0 NOT use the "BACK" browser button - please use the navigation menu. For Technical Support, please contact (877) 598-8753. For Elipibility Verification Support, please choose the <u>eMEVS</u> Navigation Menu Option above or call (800) 776-6323 or (225) 216-7387 to access REVS. For Other Types of Assistance, please contact Molina Medicaid Solutions Provider Relations at (800) 473-2783 or (225) 924-5040. To view the Medicaid HIPAA Error Code Crosswalk table, click <u>here</u> |
| | Error Message: 0005 - Unable to Respond within required time limits |

3.2 General Search Screen

The eCSI General Search methodology is discussed in this subsection. This search methodology can return multiple claims that meet the parameters supplied by the provider when the inquiry does not uniquely identify a claim within the system. The provider may enter unique identifying elements to obtain an exact match. The system automatically populates the Provider Last Name and Provider ID fields based on the authentication process that occurs when a provider logs into the application. The provider is required to enter the Recipient ID number only; however, there are other search elements available for inquiry purposes. Required fields are denoted in red on the web screen. When a General Search inquiry is initiated, the eCSI application always checks the database against the following match criteria:

- Provider (Billing or Servicing)
- Recipient ID

eCSI returns all claims where there is a match on provider and recipient ID. If the provider has entered incorrect information in a field, the correct data echoes back.

3.2.1 Screen Samples

The following is an example of a General Search Home Screen.

eCSI General Search

| | Change Password | Change Account Info | Provider Logout | Help |
|--|---------------------------------------|---------------------------------------|-----------------|------|
| Medicaid Claims Status Inquiry Web Application | | | | |
| Navigation Menu | | | | |
| Search Response Print Friendly <u>eMEVS</u> <u>Main Menu</u> <u>Help</u> | | | | |
| IMPORTANT: DO NOT use the "BACK" browser button - please use the navigation menu. For Technical Support, please contact (877) 598-8753. For Eligibility Verification Support, please choose the <u>eMEVS</u> Navigation Menu Option above or cal For Other Types of Assistance, please contact Molina Medicaid Solutions Provider Relations at (80 To view the Medicaid HIPAA Error Code Crosswalk table, click <u>here</u> | l (800) 776-6323 0) 473-2783 or (2 | or (225) 216-7387 to 25) 924-5040. | o access REVS. | |
| Search Type General Search 💌 Clear Screen | | | | |
| Provider Name JOHN DOE NPI 1234567891 | | | | |
| Recipient ID 123456789123 13 Digit Number | | | | |
| Claim Charge Amount # .## | | | | |
| Dates of Service 🗰 thru 🗰 mm/dd/yyyy | | | | |
| Your Trace # | | | | |
| *** Note: Required fields are in red Submit | | | | |

3.2.2 Data Fields

Required fields are denoted in red on the web screen. All required data fields must contain valid entries before processing continues. The following table designates which fields are required.

| Field Name | Required | Data Validation |
|----------------------|----------|--|
| Search Type | Yes | Use the dropdown box to select General Search or ICN Search. |
| Provider Last Name | Yes | Maximum length – 13 characters (alphanumeric). This field is automatically populated based on the provider log in authentication information. |
| Provider ID (or NPI) | Yes | 7 or 10 digits (numeric). This field is automatically populated based on the provider log in authentication information. |
| Recipient ID | Yes | 13 digits (numeric). |
| Claim Charge Amount | No | Numeric with 2 decimal places. |
| Dates of Service | No | Type in dates of service or click on popup calendar and select calendar options. If only a beginning date of service is entered, the ending date of service will auto populate with the same date of service. |

| Field Name | Required | Data Validation |
|--------------|----------|--|
| Your Trace # | No | The provider's unique code to link a transaction to a recipient. |

The eCSI application validates selected fields to ensure that data is entered in an acceptable format and range criterion. Many data fields require information to be entered in a specific format. If the data entered is not in the proper format, a message and an example of the required format are displayed. Processing continues after all data on the page is entered in the correct format.

Character fields accept alphabetic, numeric, and special character data. Character fields are NOT case sensitive for alphabetic characters. Numeric fields accept only numeric values. Monetary amounts must be a number with 2 decimal places. No dollar signs and positive/negative signs are accepted.

3.3 ICN Search Screen

The eCSI ICN Search methodology is discussed in this subsection. This search methodology can uniquely identify a claim within the system by matching the ICN. eCSI automatically populates the Provider Last Name, and Provider ID fields based on the authentication process that occurs when a provider logs into the application. The provider is required to enter the ICN only. Required fields are denoted in red on the web screen. When an ICN search inquiry is initiated, the eCSI application checks the database against the following match criteria:

- Provider (Billing or Servicing)
- ICN

The eCSI application returns all claims where there is a match on provider and ICN. If the provider has entered incorrect information in a field, eCSI will echo back the correct data.

3.3.1 Screen Samples

The following is an example of an ICN Search Home Screen.

eCSI Search by ICN

| Medicaid Claims Status Inquiry Web Application | Change Password | Change Account Info | Provider Logout | Help |
|--|---|--|-----------------|------|
| Navigation Menu | | | | |
| Search Response Print Friendly <u>eMEVS Main Menu</u> Help | | | | |
| IMPORTANT: DO NOT use the "BACK" browser button - please use the navigation menu. For Technical Support, please contact (877) 598-8753. For Eligibility Verification Support, please choose the <u>eMEVS</u> Navigation Menu Option above o For Other Types of Assistance, please contact Molina Medicaid Solutions Provider Relations at To view the Medicaid HIPAA Error Code Crosswalk table, click <u>here</u> Search Type ICN Search Clear Screen | r call (800) 776-6323 (800) 473-2783 or (2 | or (225) 216-7387 ti 25) 924-5040 . | o access REVS. | |
| Provider Name JOHN DOE NPI 1234567891 | | | | |
| ICN 123456789123 13 Digit Number | | | | |
| Your Trace # | | | | |
| *** Note: Required fields are in red Submit | | | | |

3.3.2 Data Fields

Required fields are denoted in red on the web screen. All required data fields must contain valid entries before processing continues. The following table designates which fields are required.

| Field Name | Required | Data Validation |
|----------------------|----------|--|
| Search Type | Yes | Use the dropdown box to select General Search or ICN Search. |
| Provider Last Name | Yes | Maximum length – 13 characters (alphanumeric). This field is automatically populated based on the provider log in authentication information. |
| Provider ID (or NPI) | Yes | 7 or 10 digits (numeric). This field is automatically populated based on the provider log in authentication information. |
| ICN | Yes | 13 digits (numeric). |
| Your Trace # | No | The provider's unique code to link a transaction to a recipient. |
| Search Type | Yes | Use the dropdown box to select General Search or ICN Search. |

3.4 Response Screen

When all required fields of the inquiry page have been entered and the **Submit** button is selected, the message is sent to the eCSI system. The application returns a response providing information about a claim once a match has been established using the search criteria. All original search data that has been entered on the inquiry page will be displayed on the response screen. Related data is grouped together by subject matter.

An ICN Search uniquely identifies a claim, thus the response is an exact match. For inquiries by ICN, it is possible to return status information about the claim history starting with the ICN that is input. Adjustments will appear if the original claim was paid. For example, if the original claim were adjusted twice, and the original ICN is input, there would be (chronologically) three ICNs associated with the claim; the original and two adjustments. The response will contain information regarding the ICN on the inquiry, plus all subsequent adjustments.

If the provider does not supply unique identifying elements and initiates a General Search, the response includes multiple claims that meet the parameters supplied by the provider.

3.4.1 Screen Samples

The following is an example of a General Response Screen. This response includes multiple claims because only the Recipient ID was entered for the inquiry.

| Medicaid Claims Status I | - nguin/Web Application |
|---|--|
| Neuroatu Claims Status II | iquiny web Application |
| Search Response Print Friend | dv eMEVS Main Menu Help |
| IMPORTANT: DO NOT use the "B For Technical Support, please For Eligibility Verification Sup For Other Types of Assistance To view the Medicaid HIP/ | ACK" browser button - please use the navigation menu. : contact (877) 598-8753. port, please choose the <u>eMEVS</u> Navigation Menu Option above or call (800) 776-6323 or (225) 216-7387 to acce e, please choose the <u>eMEVS</u> Navigation Menu Option above or call (800) 473-2783 or (225) 924-5040. AA Error Code Crosswalk table, click <u>here</u> |
| Search Criteria | |
| Search Type | General Search |
| Recipient ID | |
| Provider Information | |
| Name | |
| NPI | |
| Telephone | |
| Subscriber Information | |
| Name | |
| Member ID Number | |
| Claims Information | |
| Claim Status | Finalized/Denial-The claim/line has been denied. |
| Claims Status Clarification | HIPAA Adj Rsn Code 252 - Authorization/certification number. |
| Original Charge Amount | 343.00 |
| Claim Payment Amount | .00 |
| Statue Effective Date | 12/17/2010 |
| Check or EFT Date | 12/11/2010 |
| Date of service | 03/01/2009 thru 03/01/2009 |
| Procedure Code | 99233 |
| Procedure Code Modifier(s) | |
| ICN | |
| Bill Type | |
| Claims Information | |
| Claim Status | Finalized/Denial-The claim/line has been denied. |
| Claims Status Clarification | HIPAA Adj Rsn Code 252 - Authorization/certification number. |
| Original Charge Amount | 655.00 |
| Claim Payment Amount | .00 |
| Remittance or Check Number | 0000000 |
| Status Effective Date | 12/17/2010 |
| Date of service | 02/27/2009 thru 02/27/2009 |
| Procedure Code | 99223 |
| Procedure Code Modifier(s) | |
| ICN | |
| Bill Type | |
| Transaction run on 10/13/2011 at 01:5 | 6:55 CT by LAMedicald - Louisiana Medicald |

eCSI General Response Screen

The following is an example of an ICN Response Screen. This response includes one claim because only the ICN number was entered for the inquiry.

eCSI ICN Search Response Screen

| Vediacid Claima Status Isa | Change Password Change Account Info Provider Logout H |
|--|--|
| viedicald Claims Status Indu | Jiry web Application |
| lavigation Menu | |
| Search Response Print Friendly | eMEVS Main Menu Help |
| IMPORTANT: DO NOT use the "BACK For Technical Support, please con For Eligibility Verification Support For Other Types of Assistance, p To view the Medicaid HIPAA I | ("browser button - please use the navigation menu. ntact (877) 598-8753. ; please choose the <u>eMEVS</u> Navigation Menu Option above or call (800) 776-6323 or (225) 216-7387 to access REVS. ilease contact Molina Medicaid Solutions Provider Relations at (800) 473-2783 or (225) 924-5040 . Error Code Crosswalk table, click <u>here</u> |
| Search Criteria | |
| Search Type | ICN Search |
| ICN | |
| Provider Information | |
| Name | _ |
| NPI | |
| Telephone | |
| Name | |
| Member ID Number | |
| Claims Information | |
| Claim Status | Finalized/Denial-The claim/line has been denied. |
| Claims Status Clarification | HIPAA Adj Rsn Code 252 - Authorization/certification number. |
| Original Charge Amount | 655.00 |
| Claim Payment Amount | 00. |
| Remittance or Check Number | 0000000 |
| Status Effective Date | 12/17/2010 |
| Check or EFT Date | |
| Date of service | 02/27/2009 thru 02/27/2009 |
| Procedure Code | 99223 |
| Procedure Code Modifier(s) | |
| ICN | |
| Rill Type | |

The following is an example of an ICN Search Response Screen where the original claim and an adjustment are displayed.

| Medicaid Claims Status | Change Password Change Account Info Provider L | .ogo |
|---|---|------|
| Navigation Menu | | |
| Search Response Print Frie | ndiv eMEVS Main Menu Help | |
| IMPORTANT: DO NOT use the | "BACK" browser button . please use the pavination menu | |
| For Technical Support, plea For Eligibility Verification Su For Other Types of Assistar To view the Medicaid HII | se contact (877) 598-8753. ipport, please choose the <u>eMEVS</u> Navigation Menu Option above or call (800) 776-6323 or (225) 216-7387 to access REV rce, please contact Molina Medicaid Solutions Provider Relations at (800) 473-2783 or (225) 924-5040 . PAA Error Code Crosswalk table, click <u>here</u> | vs. |
| Search Criteria | | |
| Search Type | ICN Search | |
| ICH . | | |
| Provider Information | | |
| Name | | |
| NPI | | |
| Telephone | (225) 644-5307 | |
| Subscriber Information | | |
| Name | | |
| Member ID Number | | |
| Claims Information | | |
| Claim Status | Finalized/Payment-The claim/line has been paid | |
| Claims Status Clarification | HIPAA Adi Rsn Code 65 - Claim/line has been paid. | |
| Original Charge Amount | 20.00 | |
| Claim Payment Amount | 1.29 | |
| Remittance or Check Number | 0000051 | |
| Status Effective Date | 02/08/2011 | |
| Check or EFT Date | 02/09/2011 | |
| Date of service | 01/11/2011 thru 01/11/2011 | |
| Procedure Code | A0425 | |
| Procedure Code Modifier(s) | PH | |
| ICN | | |
| Bill Type | | |
| Claims Information | | |
| Claim Status | Finalized/Revised - Adjudication information has been changed | |
| Claims Status Clarification | HIPAA Adj Rsn Code 65 - Claim/line has been paid. | |
| Original Charge Amount | 20.00 | |
| Claim Payment Amount | 1.15 | |
| Remittance or Check Number | 00000052 | |
| Status Effective Date | 03/08/2011 | |
| Check or EFT Date | 03/09/2011 | |
| Date of service | 01/11/2011 thru 01/11/2011 | |
| Procedure Code | AU425 | |
| Procedure Code Modifier(s) | | |
| ICN Bill Type | | |
| RIII IADG | | |

eCSI ICN Search Response Screen (Adjustment)

3.4.2 Data Fields

The Electronic Claim Status Inquiry application returns a response providing the following information about a claim.

| Field Name | Data Validation | | |
|--------------------------------|---|--|--|
| Search Criteria | | | |
| Search Type | Denotes whether search mechanism was General or ICN. | | |
| ICN | If ICN search methodology was entered denotes the ICN number. | | |
| Provider Information | | | |
| Name | Provides the name of the servicing provider. | | |
| Provider ID (or NPI) | Denotes the ID number for the servicing provider. If the user logs in using NPI instead of Louisiana Medicaid Provider ID, then NPI is displayed. | | |
| Telephone | Provides the area code and telephone number for the servicing provider. | | |
| Subscriber Information | | | |
| Name | Provides the name of the subscriber. | | |
| Member ID Number | Denotes the ID number for the subscriber. | | |
| Claim Information | | | |
| Claim Status | Denotes whether a claim has been paid, denied, or pended. Provides any corrective action that is needed. | | |
| Claims Status Clarification | Explains in further detail the status of the claim. | | |
| Original Charge Amount | Provides the original charge amount submitted by the provider. | | |
| Claim Payment Amount | Provides the amount paid by the payer. | | |
| Remittance or Check Number | The Remittance or Check number. | | |
| Status Effective Date | Provides the date of the information being returned. | | |
| Check or EFT Date | The date the check or EFT was sent. | | |
| Date of Service | Provides the date of service of the claim. | | |
| Procedure Code | Details the procedure code. | | |
| Procedure Code Modifier(s) | Provides the procedure code modifier(s) if applicable. | | |

| Field Name | Data Validation |
|------------|--|
| ICN | 13-digit numeric Internal Control Number. |
| Bill Type | Code designation that is returned if the claim was associated with a UB04 claim. |
| Timestamp | The date and time that the eCSI response was generated. |

4.0 APPENDIX A – INTERNET EXPLORER WEB BROWSER SET-UP

Prior to initial use of the eCSI Web User Screens, the web browser setup must be implemented. This will ensure that the latest change information is displayed to the user. Using a Web Browser, compatible with Internet Explorer (v4.0 or higher):

- Select the *Tools* menu selection.
- Select the *Internet Options* selection.
- At the General Tab page, under the Temporary Internet Files section, select the *Settings* button.
- At the Settings page, select the *Every visit to the page* radio button.
- Select the **OK** button on the Settings page.
- Select the **OK** button on the Internet Options page.

5.0 APPENDIX B – SAMPLE OF ERROR CODE CROSSWALK REPORT

| RUN: 08/01/11 12:09:30 DEPARTMEN | T OF HEALTH AND HOSPITALS - BUREAU OF HEALTH SERVICES - ? | FINANCING | PORT NO: RF-0-77-R PAGE: 1 |
|--|--|--|---|
| ADT REN CODE CHOPT DECERTION | HIPAA/LA MEDICAID ERROR CODE CROSSWALK | PPPOP CODP | HITDAA DEMARK CODE |
| ADD RAN CODE SHORT DESCRIPTION | LONG DESCRIPTION | ERROR CODE | HIPAN REMARK CODE |
| ADJ REN CODE SHORT DESCRIPTION NOT USED - AVAILABLE NOT UTRACK SER TILA S PRENNNCT DENIAL B PRENNNCT DEN | LONG DESCRIPTION NOT USED - AVAILABLE NOT OSED - AVAILABLE NOT PARCH PER STRE SCHELLABLE NOT PARCH PER STRE LOD INFORMATION INNICATOR 3 INVALD WITH CPT CODES-PCP REFERRAL REQ HURRICAM KATERNA RAVCURE/PARICH UNITS PAID BETWEEN 33 AND 47 KKLOID TREATMENT-ONLY FIRES DIAGNOSTIC VISIT IS PAID THERAPEUTIC DUPLICATION DENILAL-INTED TO SPECIFIC CLA PREGNANCY PRECATION-DENILAL-FDA CATEGORY X NEW RX WILL REQUIRE PA CUTBACK REPAIL NUMBER GREATER THAN SYSTEM LIMIT MAX EXCEEDED FOR ADDED CLAIM LINES-RESUMIT/CLAIMCHECK PROVIDER NOT CERTIFIED FOR SERVICES RENDERED BY MEDICAID PROUNDER NOT COVERED FOR SERVICES RENDERED BY MEDICAIDE NOT COVERED FOR SERVICES PROVIDER NOT COVERED FOR SERVICES PRO | ERROR CODE 168 151 152 141 189 077 795 362 425 325 610 425 325 620 425 325 630 939 939 931 944 526 543 488 548 483 483 484 698 697 947 201 328 329 213 207 244 386 | HIPAA REMARK CODE N35 N35 N36 N285 N45 N45 N388 N61 MA120 MA120 |
| B7 SRV DTE LT PROV LIC B9 NON HOSPICE PROVIDER | SERVICE DATE IS PRIOR TO PROV LICENSING EFFECTIVE DATE SUBMIT JUSTIFICATION FOR SERVICES | 354 493 | N29 |