



Announcement

ALERT **New Schedule to Update Rates
and ISP Data in HCSIS to Support
the Provider Settlement Agreement**

ODP Communication Number: Announcement 090-15

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: Waiver Residential Habilitation Service Providers who signed the Provider Settlement Agreement Addendum, Administrative Entities (AE), Supports Coordination Organizations (SCO) and All Interested Parties

PURPOSE: This Office of Developmental Program (ODP) communication is intended to inform waiver residential habilitation service providers, who signed the Provider Settlement Agreement Addendum and participated in the rate retention factor (RRF) process, of the following:

- During the evening of September 29, 2015, the residential eligible rates, associated with the Provider Settlement Agreement, were loaded into the applicable Individual Support Plans (ISPs) in the Home and Community Services Information System (HCSIS) and visible to users on September 30, 2015.
- On September 30, 2015, it was discovered that approximately 20% of the rates did not load properly into their respective ISPs. To remediate this situation, impacted ISPs are being identified and made ready to receive another rate pull, via the MRC process, the evening of September 30, 2015.
- The Department of Human Services (DHS) communicated to program offices that “for the remittance advice (RA) date September 28, 2015, PROMISE™ inadvertently failed to release all HCBS Waiver adjudicated claims for payment. An issue occurred which caused most waiver claims, from the various program offices, to be removed from the payment cycle

and not process. The cause was identified and a special financial cycle, 69, ran the evening of 09/30/2015. This special financial cycle should be reflected on RAs dated 10/1/2015. The payment date for the special financial cycle 69 will be 10/9/2015”.

- A revised schedule is included in this communication that details the activities and respective timelines related to the residential eligible rate load.



NOTE: Providers are reminded to wait for new rates to load to HCSIS and for service authorizations to update before submitting any additional claims for affected residential eligible services.

DISCUSSION

ODP has been persistently troubleshooting the recent rate load issues. ODP apologizes for the inconvenience. The following is a revised schedule of rate load activities and their anticipated timelines:

ACTIVITY SCHEDULE TO SUPPORT THE RESIDENTIAL ELIGIBLE RATE LOAD		
Anticipated Dates	Action	Status
9/21/2015	Remittance advices (RAs) generated on this date showing 1st round of claim voids completed. Payment files will likely be larger than normal because of the voids. The ICN range for these voids is 5215260000082 through 5215260011797.	Completed
9/24/2015	ODP initiates and completes 2nd round of mass claim voids in PROMISE™ that were missed during the first round of mass void activity. The ICN range for these voids is 5215267011798 through 5215267042553	Completed
9/29/2015 - 10/2/2015	Mass Rate Change (MRC) process will be initiated daily throughout this period. This task is intended create multiple date/unit/rate segments on the respective ISPs, upload the residential eligible rates from PROMISE™ into all applicable ISPs and service authorizations in HCSIS. Updated rates will be effective for the period July 22, 2015 through June 30, 2016 (or to the end date of service currently authorized on the ISP).	Scheduled
10/5/2015	The new rates are expected to be viewable in HCSIS on or before October 5, 2015. However, if exceptions (errors) are generated on	Scheduled

ACTIVITY SCHEDULE TO SUPPORT THE RESIDENTIAL ELIGIBLE RATE LOAD		
Anticipated Dates	Action	Status
	<p>particular ISPs in HCSIS, then the rates will fail to load into those ISPs.</p> <p>To view the new rates, providers should log in to HCSIS then use the following path to request a HCSIS report > Tools > Reports > Report Requests > Provider Service Detail Report. Enter only 4 parameters in the Provider Service Details Report screen: Program Office = "ODP", Fiscal Year = "2015-2016", Service Authorization Status = "Pre-authorized" and Report Format = "Microsoft Excel"</p>	
10/5/2015 and forward	<p>After participating providers validate the appropriate claims have been voided using their RAs or doing an inquiry in PROMISE™, they will review their most current service authorization notices and submit new claims for all voided residential eligible claims with dates of service 07/22/2015 to the date the updated rate was successfully loaded.</p> <p style="text-align: center;">*** IMPORTANT ***</p> <p>If a provider discovers that a claim or claims were voided with dates of service 7/21/2015 and before, providers should validate their service authorization notices reflect the additional units that were returned from the claim void activity then rebill the voided claims as new claims.</p> <p>If a provider discovers a claim with a rate retention procedure code was voided and has a date of service 7/21/2015 or before, resubmit it as a new claim. See Informational Packet # 052-15 for claim examples found on pages 9 and 10 as well as the billing rules associated with the rate retention factor.</p>	Ongoing

See [Informational Packet # 079-15](#) for direction in regard to re-billing voided claims as new claims, correcting errors, Provider/SCO/AE action and other details regarding this specific rate load.

Reminder: Retention factor procedure codes have been assigned an end-date in PROMISE™ of July 21, 2015. The end date will ensure retention factor claims are no longer paid discretely, for dates of service July 22, 2015 and forward, because the updated residential eligible rate includes the retention factor component.