

Vision

Provider Manual
Volume II

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New Hampshire
Medicaid



Table of Contents

1. NH MEDICAID PROVIDER BILLING MANUALS OVERVIEW	1
Intended Audience	1
Provider Accountability	1
Document Disclaimer/Policy Interpretation.....	2
Notifications & Updates.....	2
Description of Change Log	2
Contacts for Billing Manual Inquiries.....	2
2. PROVIDER PARTICIPATION & ONGOING RESPONSIBILITIES	3
3. COVERED SERVICES & REQUIREMENTS	4
Service Limits	5
4. NON-COVERED SERVICES	6
5. SERVICE AUTHORIZATIONS (SA).....	7
6. DOCUMENTATION.....	8
7. SURVEILLANCE AND UTILIZATION REVIEW – (SURS) – PROGRAM INTEGRITY.....	9
8. ADVERSE ACTIONS	10
9. MEDICARE/THIRD PARTY COVERAGE	11
10. PAYMENT POLICIES	12
11. CLAIMS.....	13
Timely Filing.....	14
Diagnosis & Procedure Codes.....	14
Service Authorizations (SAs).....	14
Required Claim Attachments	15

1. NH Medicaid Provider Billing Manuals Overview

New Hampshire (NH) Medicaid Provider Billing Manuals include two volumes, which must be used in conjunction with each other. Policies and requirements detailed in these manuals are established by the NH Department of Health and Human Services (DHHS), also referred to as the Department.

It is critical that the provider and the provider's staff be familiar with, and comply with, all information contained in the General Billing Manual – Volume I, and this Provider Specific Billing Manual – Volume II.

- The **General Billing Manual – Volume I:** Applies to every enrolled NH Medicaid provider (hereinafter referred to as the provider) who submits bills to the NH Medicaid Program for payment. It includes *general policies and procedures* applicable to the NH Medicaid Program such as provider responsibilities, verification of member eligibility, covered and non-covered services, service authorizations, medical necessity, third party liability, surveillance and utilization review/program integrity, access to fee schedules, claims processing, and obtaining reimbursement for providing services. This manual also includes general information on how to enroll as a NH Medicaid provider. The Appendices section encompasses a wide range of supplemental materials such as Fee Schedules, Contact Information, Provider Type List, Sample Forms and Instructions, as well as other general information.
- The **Provider Specific Billing Manual – Volume II:** Specific to a provider type and designed to guide the provider through *specific policies applicable to the provider type*.

Intended Audience

The General Billing Manual - Volume I, and the Provider Specific Billing Manual – Volume II, are designed for health care providers, their staff, and provider-designated billing agents.

These manuals are *not* designed for use by NH Medicaid members (hereinafter referred to as members).

Provider Accountability

Providers should maintain both billing manuals, make them available to their staff and authorized billing agents, and be aware of all policies and procedures, as well as any changes to policies and procedures, that relate directly or indirectly to the provision of services and the billing of services for members.

Document Disclaimer/Policy Interpretation

It is our intention that the provider billing manuals, as well as the information furnished to providers by the Communications staff of Xerox, the Department's fiscal agent, be accurate and timely. However, in the event of inconsistencies between Xerox and the Department regarding policy interpretation, the Department's interpretation of the policy language in question will control and govern.

Notifications & Updates

Providers are notified of NH Medicaid Program changes and any other changes applicable to participating providers through several types of media, including provider bulletins, provider notices, memos, letters, web site updates, newsletters and/or updated pages to the General Billing Manual – Volume I, and/or the Provider Specific Billing Manual – Volume II. It is important that providers share these documents with their billing agents and staff.

Billing Manual updates are distributed jointly by the Department and Xerox. Providers receive notification of manual updates through a message sent to each provider's message center inbox via the web.

Description of Change Log

All changes made to this manual are under change control management and are approved by the Department and/or its associated organizations. The change log is located at the front of this document.

Contacts for Billing Manual Inquiries

Billing manual inquiries may be directed to the Xerox Provider Relations Unit (refer to General Billing Manual – Volume I Appendices Section for all Contact Information).

Questions relating to policy issues outlined in this manual may be directed to the Xerox Provider Relations Unit for referral to the appropriate Department contact.

2. Provider Participation & Ongoing Responsibilities

In order to participate in the New Hampshire Medicaid Program, the following requirements must be met:

1. Ophthalmologists, optometrists and opticians shall be New Hampshire enrolled Medicaid providers;
2. Ophthalmologists and optometrists shall be licensed by the state in which they practice;
3. Opticians practicing in NH shall be registered in accordance with RSA 327-A:2, or, if practicing in another state, meet the requirements of the state in which they practice; and
4. Opticians who fit contact lenses shall have a statement of delegation from an ophthalmologist or optometrist in accordance with RSA 327-A:2.

The Department has contracted with an ophthalmic laboratory. Vision care providers must order all lenses and frames from this provider. Contact information for the current ophthalmic provider may be obtained by contacting Xerox, the Department's fiscal agent.

3. Covered Services & Requirements

Vision care services covered under the NH Medicaid Program shall include:

1. Eye examination procedures to diagnose and monitor medical conditions of the eye, including:
 - a. Complete eye examinations which shall include:
 - i. Visual acuity testing;
 - ii. Gross visual fields;
 - iii. Muscle balance;
 - iv. Slit lamp examinations, and
 - v. Ophthalmoscopy and tonometry.
 - b. Interior extended testing of visual fields only;
 - c. Ophthalmoscopy, funduscopy only, and
 - d. Routine tonometry;
2. Eye examinations, performed in:
 - a. A provider's office;
 - b. A member's home; or
 - c. A nursing facility in which the member resides;
3. One refraction to determine the need for glasses, no more frequently than every 12 months;
4. One pair of single vision lenses with frames, provided that the refractive error is at least plus or minus .50 diopter according to the type of refractive error, in each eye;
5. One pair of glasses with bifocal corrective lenses or one pair of glasses with corrective lenses for close vision and one pair of glasses with corrective lenses for distant vision if there is a refractive error of at least .50 diopter for both close and distant vision;
6. Transition lenses for members with ocular albinism;
7. Contact lenses for ocular pathology in cases where the visual acuity is not correctable to 20/70 or better without contact lenses, or when required to correct aphakia or to treat corneal disease;
8. Replacement of lenses or, at the discretion of the member, lenses and frames when the refractive error changes .50 diopter or more in both eyes;
9. One repair of glasses every 12 months including replacement of the broken component(s) only;
10. Trifocal lenses provided that the member:
 - a. Is employed and the trifocal lenses are required for the work involved in the member's employment;
 - b. Is a full time student and the trifocal lenses are required for the work involved in the member's education; or
 - c. Currently has trifocals;

11. Ocular prostheses including:
 - a. Artificial eyes, and
 - b. Replacing the lens of an eye, and
12. Replacement of nickel frames after 12 months, if the member has a documented allergy to nickel demonstrated by skin irritation and wearing down of the frame in the affected area.

The Department has contracted with an ophthalmic laboratory. Vision care providers must order all lenses and frames from this provider. Contact information for the current ophthalmic contractor may be obtained by contacting Xerox, the Department's fiscal agent.

Vision providers may obtain, at their own expense, from the contracted ophthalmic laboratory, an eyeglass kit that contains sample frames from which members may choose. Please contact the ophthalmic contractor to determine if frames may be viewed on their website.

Service Limits

Vision care services shall be limited as follows:

1. One refraction to determine the need for glasses, no more frequently than every 12 months;
2. Replacement of lenses or at the discretion of the member, lenses and frames, when the refractive error changes .50 diopter or more in both eyes;
3. Replacement of nickel frames after 12 months, if the member has a documented allergy to nickel demonstrated by skin irritation and wearing down of the frame in the affected area;
4. One repair of glasses every 12 months, including replacement of the broken part(s) only;
5. Disposable, daily wear contact lens orders are limited to a 60-day supply at a time.

4. Non-Covered Services

Non-covered services shall be those services for which a NH Medicaid Program shall make no payment.

There may be non-covered services directly associated with your provider type (such as those listed below or those for which there is no medical need), but some non-covered services cannot be directly associated with a specific provider category. Therefore, providers should review the list of other examples of non-covered services in the “Non-Covered Services” section of the General Billing Manual – Volume I.

If a non-covered service is provided to a member, the provider must inform the member, **prior to** delivery of the service, that it is non-covered by NH Medicaid, and that should the member still choose to receive the service, then the member will be responsible for payment. If this occurs, the Department suggests that you maintain in your files a statement signed and dated by the member that s/he understands that the service is non-covered and that s/he agrees to pay for the service.

Non-Covered vision services shall include:

1. Replacement of lost eyeglasses, except for those members age 21 and under, in accordance with He-W 546.06;
2. Progressive lenses;
3. Transition lenses, except for members diagnosed with ocular albinism;
4. Contact lenses, except as described in the covered services section;
5. Visual training, such as muscle training;
6. Low vision aids, such as magnifying glasses;
7. Sunglasses;
8. Titanium frames, and
9. Any other item or service not listed in the Covered Services Section.

5. Service Authorizations (SA)

A service authorization (SA), also known as a prior authorization (PA), is an advance request for authorization of payment for a specific item or service.

Service authorizations are not required for vision services.

6. Documentation

Vision service(s) providers must maintain supporting documentation for each service for which a claim has been submitted to NH Medicaid for reimbursement. Please see the “Record Keeping” section of the General Billing Manual – Volume I, for documentation requirements.

Providers must maintain clinical records to support claims submitted for reimbursement for a period of at least six years from the date of service or until the resolution of any legal action(s) commenced in the six year period, whichever is longer.

7. Surveillance and Utilization Review – (SURS) – Program Integrity

The purpose of a Medicaid Surveillance and Utilization Review (SURS) program which, in NH, is administered by the Department's Program Integrity Unit, is to perform utilization review activities to identify, prevent, detect, and correct potential occurrences of fraud, waste and abuse. These utilization review activities are required and carried out in accordance with Federal regulations at 42 CFR 455 and 42 CFR 456, and they are done to ensure that accurate and proper reimbursement has been made for care, services and/or supplies that have been provided to a member, and for which a provider has received payment.

Utilization review activities may be conducted prior to payment, following payment, or both. These activities include, but are not limited to, conducting provider reviews. These reviews may be selected at random, generated from member complaints, other providers, anonymous calls, or from the SURS reporting system.

There are various outcomes that may result from Program Integrity review activities. They include, but are not limited to:

- Recovery of erroneous and improper provider payments
- Provider education regarding appropriate documentation to support the submission and payment of claims
- Ensuring that the provider has developed a corrective action plan based on the findings of the review. This includes conducting follow-up reviews to verify that the provider is complying with the corrective action plan, and continues to provide and bill for services provided to members, in accordance with the rules and regulations governing the NH Medicaid Program
- Potential referral to appropriate legal authorities – including the NH Medicaid Fraud Control Unit (MFCU) and the Federal Office of Inspector General (OIG)
- Potential termination from the NH Medicaid Program
- Other administrative actions

If a provider is found to have abused the NH Medicaid Program requirements, the provider may be restricted, through suspension or otherwise, from participating in the NH Medicaid Program for a reasonable period of time. In addition, the provider may also have their claims placed on a prepayment pend or hold status for additional review by the Program Integrity Unit.

For additional information regarding utilization review, please refer to the SURS – Program Integrity section of the General Billing Manual – Volume 1.

8. Adverse Actions

An adverse action may be taken by the Department due to a provider's non-compliance with Federal regulations, State laws, Department rules, policies or procedures. See the "Adverse Actions" section of the General Billing Manual – Volume I – regarding the types of adverse actions the Department is authorized to take against non-compliant providers.

9. Medicare/Third Party Coverage

Under federal law, the Medicaid Program is the *payer of last resort*. All third party obligations must be exhausted before claims can be submitted to Xerox in accordance with 42 CFR 433.139, except for Medicaid only services and claims for prenatal care of pregnant women or claims for preventive pediatric services, including EPSDT (this includes dental and orthodontic services in New Hampshire). Additional information on exclusions is outlined in this section or in the General Billing Manual – Volume 1. Providers who receive payment in full from a third party are not required to file zero-payment claims with the NH Medicaid Program.

A provider must first submit a claim to the third party within the third party's time limitations. If a third party or primary insurance plan does not pay at or in excess of the applicable NH Medicaid Program reimbursement level, a provider may submit a claim to the NH Medicaid Program which is processed based on the applicable reimbursement rate minus any payment received from all other resources. Commercial health insurance coverage often provides a higher payment than does NH Medicaid.

When a third party denies a claim, for any reason, a copy of the notice of denial from the third party **must be included** behind the claim submitted to the NH Medicaid Program. When Medicare denies a claim, a copy of the Explanation of Medicare Benefits must be attached behind the claim that is submitted. For claims not submitted on paper, the Medicare or third-party denial is considered a claim attachment.

Detailed Medicare/Third Party Liability (TPL) information is found in the General Billing Manual, including handling discrepancies in TPL resource information, correcting erroneous TPL information, and exceptions to third party filing requirements.

When a NH Medicaid member is also covered by Medicare, the provider must bill Medicare for all services before billing the NH Medicaid Program. The provider must accept assignment of Medicare benefits in order for the claim to “*cross over*” to the NH Medicaid Program. The crossover process works only for Medicare approved services; Medicare denied services and Medicare non-covered services are addressed in this section. NH Medicaid pays crossover claims only if the service is covered by NH Medicaid.

Certain services that are not covered by Medicare may be covered by NH Medicaid for dually eligible members. Services identified in the Medicare billing manual and HCPCS coding manuals as non-covered by Medicare may be billed directly to NH Medicaid who will determine whether or not the service is covered and can be reimbursed by NH Medicaid.

This does not apply to QMB Only members whose benefits are limited to the Medicare premiums and payment toward the Medicare deductible and coinsurance. Therefore, if Medicare does not cover the service, there is no NH Medicaid payment available for QMB members.

Detailed Medicare/Third Party Coverage guidelines are found in the General Billing Manual – Volume I.

10. Payment Policies

Payment for vision care services which include examinations and fitting fees, shall be made in accordance with rates established by the Department.

Vision frames and lenses shall be ordered from, and billed by, the Department's contracted ophthalmic laboratory provider.

Sample frame kits are not eligible for reimbursement.

11. Claims

All providers participating in NH Medicaid must submit claims to the fiscal agent in accordance with NH Medicaid guidelines. Providers should note that NH Medicaid claim completion requirements may be different than those for other payers, previous fiscal agents, or fiscal agents in other states.

Providers participating in the New Hampshire Medicaid Program are responsible for timely and accurate billing. If the NH Medicaid Program does not pay due to billing practices of the provider which result in non-payment, the provider cannot bill the member

Claim completion guidelines in this manual should be followed for instructions on specific fields. The NH Specific Companion Guide, which can be found at www.nhmmis.nh.gov (see provider manuals under the provider tab), should be used for electronic claim filing instructions. While field-by-field requirements are shown for paper claims; the same required data is captured through web portal claim entry and through electronic submissions to EDI. Web portal submissions feature step-by-step claim completion instructions as well as tools such as Online Help to assist providers in correct claim completion.

Regardless of the method claims are submitted, information submitted on the claim by the provider represents a legal document. Neither the fiscal agent nor State staff can alter any data on a submitted claim.

The following claim-related topics are found in the General Billing Manual – Volume I:

- Claims Submission via EDI, web portal, paper
- Claims processing – edits & audits, transaction control numbers, line item vs header processing, claim status, remark/EOB codes
- Claim Resubmission
- Claim adjustments and voids
- Medicare cross-overs
- Claims payment
- Remittance Advice

Providers will be notified of payment or denial via a Remittance Advice, usually received in electronic format or via the web portal.

Denied claims should be resubmitted only if the reason for the denial has been corrected.

Paid claims cannot be resubmitted; resubmission of a paid claim will result in a denial as a duplicate. Paid claim corrections must be made through the adjustment process. If a paid claim has a line item denial, the individual line charge can be resubmitted.

Corrected claims and denied line items can be resubmitted only if the denial was due to erroneous, updated or missing information which is now corrected. Providers should never resubmit claims that are currently in process (suspended).

Any claim denied for failure to be submitted or resubmitted in accordance with timely filing standards will not be paid. Denied claims that have been corrected must be resubmitted as a new claims transaction on paper, via the web portal, or electronically via EDI.

The vision care provider shall submit claims for payment to the Department's fiscal agent.

Vision frames and lenses shall be ordered from and billed by the Department's sole source vision provider.

Timely Filing

In accordance with federal and state requirements, all providers must submit all initial claims within one year following the earliest date of service on the claim.

Except as noted below, NH Medicaid will **not** pay claims that are **not** submitted within the one-year time frame.

Claims that are beyond the one-year filing limit, that have previously been submitted and denied, must be resubmitted on paper, along with Form 957x, "Override Request" located on the NH MMIS Health Enterprise Portal web site at www.nhmmis.nh.gov. A copy of the RA with the original billing date and the denial circled must also be attached. This resubmission **must** be received **within 15 months** of the date of service. If this time frame is not met, the claim will be denied.

The only other circumstance eligible for consideration under the one-year override process is for claims for NH Medicaid covered services for clients whose NH Medicaid eligibility determination was delayed. The claim should be submitted as detailed above.

Diagnosis & Procedure Codes

All NH Medicaid services must be billed using the appropriate industry-standard diagnosis and procedure codes. One procedure code must be provided for each charge billed.

For medical services, the NH Medicaid Program requires the Health Care Financing Administration Common Procedure Coding System (HCPCS) codes and modifiers.

ICD-9-CM diagnosis codes are required for all services billed on medical claims forms (CMS-1500).

Claims without the required diagnosis or procedure codes will be denied.

Service Authorizations (SAs)

Providers must obtain pre-approval and a corresponding service authorization number when outlined as required in this manual. The claim form allows the entry of a service authorization number. However, the NH Title Program does not require the service authorization number on the claim form.

If providers choose to enter the SA number on the claim, the SA number must be an exact match of the number stored in the MMIS.

Required Claim Attachments

All attachments must be submitted in hardcopy or via fax. Providers that submit claims on paper claims should have the claim attachment stapled behind the claim form. Providers that submit claims electronically or via the NH MMIS Health Enterprise Portal must first submit the claim and obtain a Transaction Control Number (TCN) for the line requiring the attachment. Attachments in hard-copy format must then be sent to the fiscal agent with a cover sheet identifying the TCN for the claim. Failure to provide the TCN on the submitted attachments could result in claim denial due to missing or incomplete information.

When submitting a claim via the NH MMIS Health Enterprise Portal, providers must indicate in the claim form if there is an attachment to support the claim. Providers should answer yes to the question “Does this claim have attachments?” and click “Add Attachment” **Note:** Please select Delivery Method “by Mail” or “by Fax” to submit attachments.

Type Attachment	Delivery Method	Attachment Control #
No Data		

Following claim submission a confirmation page will generate. Please print the confirmation page and submit it as a cover page with the claim attachments. If you are unable to print the confirmation page please write the 17 digit TCN on the attachment.

- **Please mail claim attachments to:**
 Xerox Claims Unit
 PO Box 2003
 Concord, NH 03302

- **Please fax claim attachments to:**
 (888) 495-8169

If you are submitting EDI claims, paper attachments to Electronic 837P claims are indicated in the 2300 PWK segment, the 2400 PWK segment, or both. The hard copy attachment is submitted via fax or on paper and linked to the related claim by means of an Attachment ID (your TCN).

Examples of , but not inclusive of, when a claim attachment is required are when another insurer is primary and has denied coverage for the service or a 957x form is required because the filing limit was not met.