



Penny Wise or Pound Foolish?

Presented by
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Limited

Presentation Focus

- Case Management
- Foster Care
- Medicaid Ineligibility
- Adaptive Aids
- Dental
- Nursing

Case Management

- Face-to-Face billable notes
 - Content
 - Monitoring Services
 - Storage
 - Computers/Laptops
 - Chart

Foster Care

- Documentation
 - FC notes
 - Written Narrative or Summary
 - Unique description
 - Legible
 - Name of individual
 - Day/month/year service provided
 - Service component
 - Location
 - Signature and title
 - Unusual incidents
 - Progress toward outcomes/objectives and services

Foster Care

■ Appointments

- Dental services
- Professional services
 - No funding or insufficient funding on IPC
 - No reimbursement to the provider

Foster Care

■ Consults

- Return in person, by fax, by phone
- Return within 24 hours to avoid
 - Medication errors made
 - Delegation and staff training missed
 - Lost billing
 - Multiple citations received

Foster Care

■ Foster Care Days

- Meet monthly with
 - Case manager
 - Nurse
 - Review documentation
 - Address concerns/questions
 - Provide training

Medicaid Ineligibility

- Loss of eligibility
 - Annual reporting
 - Spending down
 - Accurate accounting

Medicaid Ineligibility

- Problems resulting
 - Delay in services
 - Title XIX & DME claims denied
 - No DADS reimbursement
 - Provider not paid

Medicaid Ineligibility

- Prevention
 - Reminders to payees
 - Assistance from the case manager
 - Reporting
 - Status
 - Change of address
 - Accurate wages
 - Spend down

Medicaid Ineligibility

- Who do I contact?
 - <https://www.yourtexasbenefits.com/wps/portal>

Adaptive Aids

- Reasons for loses
 - Don't understand the "Guidelines"
 - AA, MHM, Attachments G-J
 - Don't understand the "process"
 - Prior Approval
 - Denial Letter
 - Other Resources
 - Proper justification
 - Don't submit in a timely fashion

Adaptive Aids

- Preventions
 - Follow the "Guidelines" for prior approval and denial letters
 - Write proper justifications
 - Make copies for reimbursement
 - Develop internal process for tracking
 - Maintain a reimbursement binder with tabs for each individual
 - Monitor CARE screens
 - Submit for reimbursement in a timely fashion

Dental

- **Reasons For Losses**
 - Insufficient funding on the IPC prior to appointment
 - Incomplete submission for reimbursement
 - Delayed submission for reimbursement
- **Prevention**
 - Check funds available in CARE
 - Develop an internal process for prior approval
 - Complete all items for reimbursement
 - Maintain a reimbursement binder
 - Submit in a timely fashion

Nursing

- **Reasons For Losses**
 - Failure to document billable services
 - Billing for services that are non-billable
 - Failure to monitor utilization of units
 - Late submissions
- **Prevention**
 - Education on billable vs. non-billable services
 - Monitor utilization of units
 - Submit billing in a timely fashion
