

# Greenbush Medicaid Billing



## Held Services Report User Guide

This tool provides managers insight on services that are being held in the portal and not being billed to Medicaid for various reasons. Within this tool, users have the capability of creating targeted reports for resolving issues such as missing consents, missing eligibility, etc.

**Service Portal:** Service documentation tool for health service providers in a district.

**District Admin:** Individual at the district level given admin access to certain reports.

**Dates:** Recommended starting with current school year start through current date but any date may be used.

**Navigation Bar**

**Services Portal** powered by 
Welcome District Admin | My Account | Logout  
Home | Student Search | Help | Administration

**Held Services Report**

District:  Service Start Date:  Service End Date:

Pending Services 82 | Held Services 74 | Ready for Export 8

District Code	Medicaid	Reason	UIC	Student Last Name	Student First Name	Provider Last Name	Provider First Name	Service Date	Service Type Code	Service Type Desc	Unit Cost
41000	Y	Superv...	012121			COTA	COTA	3/10/2014	97150	Theraputic procedure(s), group (2 or more individuals)	13.3500
41000	Y	Sup	12			COTA	COTA	4/1/2014	97150	Theraputic procedure(s), group (2 or more individuals)	13.3500
41000	Y	Pre	006			Occupational1	Occupational1	7		Therapeutic procedure(s), group (2 or more individuals)	13.3500
		Pre	006			Occupational1	Occupational1			(one-on-one) patient contact	
		Pre	006			Occupational1	Occupational1			(one-on-one) patient contact	
		Pre	006			Occupational1	Occupational1			sp (2 or m	
		Pre	006			Occupational1	Occupational1			sp (2 or m	
		Pre	006			Occupational1	Occupational1			sp (2 or m	
		Sup	006	ADRIANSE	Ashleigh	Occupational1	Occupational1			sp (2 or m	
		Sup	006	ADRIANSE	Ashleigh	Occupational1	Occupational1			sp (2 or m	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA			sp (2 or m	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA			sp (2 or m	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	10/		(one-on-d	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	11/5/2013	97530	(one-on-d	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	11/6/2013	97530	(one-on-d	
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	11/12/2013	97530	(one-on-one) patient contact	22.9200
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	11/13/2013	97530	Therapeutic activities, direct (one-on-one) patient contact	22.9200
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	11/19/2013	97530	Therapeutic activities, direct (one-on-one) patient contact	22.9200
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	1/1/2014	97150	Theraputic procedure(s), group (2 or more individuals)	13.3500
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	1/6/2014	97530	Therapeutic activities, direct (one-on-one) patient contact	22.9200
		Sup	006	ADRIANSE	Ashleigh	COTA	COTA	1/7/2014	97530	Therapeutic activities, direct (one-on-one) patient contact	22.9200
		Sup	006	ADRIANSE	Ashleigh	Occupational1	Occupational1	4/3/2014	97150	Theraputic procedure(s), group (2 or more individuals)	13.3500

**Pending Services:** Any billable service documented by providers that is has not been submitted to Medicaid.

**Held Services:** Any service documented by providers that has an identified problem and thus not submitted.

**Ready for Export:** Services ready to send to Medicaid.

**UIC:** KIDS number

**Service Type Code:** Procedure code used to bill to Medicaid.

**Service Type Desc:** What billable service was logged by the provider.

**Unit Cost:** Estimated dollar amount billed to Medicaid per defined unit.

**Reason:** Reason for held claim. Only reasons specific to district will show. Claims may be held for several reasons.

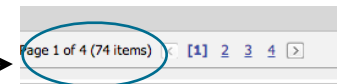
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## Navigating the Grid

1. Select District
2. Enter service dates. It is recommended to start with current school year start date through current date but any date may be used.
3. After entering search criteria, click **Generate Held Service Report**
4. Click the arrow next to the Medicaid column filter and select "Y" (Yes).

## Helpful Hints

- Any column can be sorted by utilizing the drop down arrow next to the filter name. Changing filters will generate more specific information. *Please note:* The number at the bottom left of the portal will change when adding/removing a filter.
- To clear filters, click "Clear" at the bottom, right corner of the portal.
- Any screen can be exported in Excel or Adobe PDF.



## Why are claims being held?

Reason	UIC	Student Last Name	Student First Name	Provider Last Name	Provider First Name
<input type="checkbox"/> (Select All)					
Supervision not complete.					
Supervision not complete.					
Prescription problem.					hal1
Prescription problem.					hal1
Prescription problem.					hal1
Prescription problem.					hal1
Prescription problem.					hal1
Prescription problem.					hal1
Supervision not complete.					
Supervision not complete.					
Supervision not complete.					
Supervision not complete.	001000063	ADRIANSE	Ashleigh	COTA	COTA
Supervision not complete.	001000063	ADRIANSE	Ashleigh	COTA	COTA
Supervision not complete.	001000063	ADRIANSE	Ashleigh	COTA	COTA

There may be multiple reasons a claim is held; sometimes several reasons per claim. Districts will only see reasons specific to their district.

- Medicaid Beneficiary ID is Required: There is no Kansas Medicaid number on file for student.
- Parent Did Not Consent to Bill: Greenbush does not have a signed parent consent on file OR parent indicated they did not want Medicaid billed.
- Prescription Problem: Greenbush does not have a doctor's prescription on file OR the particular service being billed is not included in the prescription OR the date of service is not covered by the prescription.
- Supervision Not Complete: A supervisory provider must complete documentation.