



Washington State
Department of Social
& Health Services
*Medical Assistance
Administration*

News from HIPAA & Medicaid

AN IMPORTANT MESSAGE FOR THE BILLING STAFFS OF HEALTH-CARE PROVIDERS:

RAPID 270/271 TRANSACTION CHECKS ELIGIBILITY AND FLASHES ITS REPLY TO THE PROVIDER – ALL IN A SECOND OR TWO

OLYMPIA, Wash. – The most convenient HIPAA transaction for Washington State health-care providers could well be the 270/271 eligibility query and response. In an eyeblink, the 270 query results in a 271 response – telling the provider and his office the eligibility status of any Medicaid client.

Better yet, the system can replace two less-than-perfect options:

- Using the telephone to call our provider relations unit to check on eligibility. During heavy calling periods, this can take time.
- Filing a query with the electronic Medicaid Eligibility Verification System (MEVS) at a cost of 50 cents a transaction.

**MAA-HIPAA
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Currently, hospitals have the MEVS query capability via special terminals, while it's been an option for many individual providers. But now the 270/271 can be filed from anywhere on the Internet and for free! There is no charge for filing a 270 inquiry, and it requires no special equipment.

Using the 270/271 transaction is relatively easy. After signing on with a password, the 270 query can be filled out with several combinations of different pieces of information – the name of the client, a Personal Identification Code (PIC); the name of the client, a Social Security number; or Date of Birth. Various combinations of those will let you identify a client to the satisfaction of the 270. The answer comes quickly – in several tests this week by HIPAA project staff the answer was back within one or two seconds, an eyeblink. Even with a dial-up modem, response is a matter of seconds, not minutes.

Signing up for the 270/271 transaction is also easy:

First, providers need to be enrolled. If you have not returned the provider packet mailed to you last summer or early this fall, visit the MAA Web site (<http://maa.dshs.wa.gov/dshshipaa>) and download the appropriate packet (one is for providers, who submit their claims through a software vendor or a clearinghouse, and the other is for submitters, who may send in their own claims or the claims of many providers, as a clearinghouse.)

Second, make sure that you sign up for the 270/271 transaction when you enroll. Many providers who enrolled last summer may not have realized how handy this inquiry/response system would be. If you did not sign up for it, you won't be able to file 270s – until you change that registration. Call the Affiliated Computer Services (ACS) hot line if you need to make that change – it's 1-800-833-2051.

Third, wait for your Web registration, trading partner ID and password to be returned to you by mail. Armed with these, you can go onto the Web site and file 270s.

HOME HEALTH CLAIMS: ACS is currently in the process of converting all of this claim type's history to the correct outpatient format so that MAA can begin accepting the 837i formats on these billings. Invisible to providers for years, the Medicaid Management Information System (MMIS) in the past accepted home health claims as

outpatient billings but then processed them as practitioner claims. Beginning December 1, the Home Health claims history will be converted and MAA will be able to accept the new 837i claims (as well as the old paper and electronic claims providers have used in the past). In the next remittance cycle, providers also should notice a different heading on their Remittance Advice (RA) forms. It will be correctly labeled as "Outpatient."

HIPAA TRAINING UPDATE: HIPAA Communications Manager Becky Boutilier is continuing to plan for a new round of HIPAA training for providers interested in hands-on experience with the WINASAP2003 system and the Web Portal. Please let Kathy know if you would be interested in joining a notification list. E-mail Becky Boutilier at boutibm@dshs.wa.gov.

THE BIG PICTURE: HIPAA-compliant claims continued to grow slowly at Medicaid during mid-November, and a sampling of other states shows that Washington State's experience is not unique. Pharmacy claims continued to lead the effort, with production 837s still coming in at a trickle.

As a reminder, providers and submitters preparing to file live HIPAA-compliant claims with MAA need to take one final step – Go to the MAA Web site (<http://maa.dshs.wa.gov>) and signal MAA when they are ready to submit production claims and are no longer testing. Without that proactive signal from providers and submitters, MAA will not be able to separate live claims from tests. To guard against mistakes, misunderstandings and even fraud, providers must tell us when they are ready to file production claims.

NOTE: Washington State has modified its current MMIS computers to handle new HIPAA-compliant claims. But Medicaid has not turned off its current claims-handling process. That means providers can continue to file in the old formats while they work toward compliance.

HIPAA HELP (Save these contacts):

- **Affiliated Computer Services (ACS)** hot line for technical testing questions on software or ACS EDI GATEWAY SERVICES: 1-800-833-2051
- **DSHS HIPAA Web site** for free software and HIPAA-compliance information: <http://maa.dshs.wa.gov/dshshipaa>
- **Federal HIPAA compliance site**, with practical advice for providers and the answers to frequently-asked questions (FAQ): <http://www.cms.gov/hipaa>
- **Executive summary of MAA's HIPAA compliance plan:** http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/HIPAAExecSummary_012804.pdf
- **ACS EDI Gateway, Inc.:** http://www.acs-gcro.com/Medicaid_Accounts/medicaid_accounts.htm
- **POS:** Email provider.relations@acs-inc.com or call 1-800-365-4944 to get in contact with customer service representatives and set up testing. Information is also available on the ACS Web site at: <http://www.acspbmhipaa.com>
- **SPECIAL POS SUPPORT:** Randy Stamp (randy.stamp@acs-inc.com)

HUMAN CONTACT:

Chris Johnson, HIPAA Contingency Planning, 360-725-1239

Bob Burlingame, HIPAA Provider Testing, 360-725-1256

Becky Boutilier, HIPAA Communications Manager, 360-725-2129 (boutibm@dshs.wa.gov)

Jim Stevenson, MAA Communications Director, 360-725-1915 (stevejh2@dshs.wa.gov)

Send email questions to hipaacommunications@dshs.wa.gov

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