



COUNTY OF SANTA CLARA
Behavioral Health Services

BHSD 7588 CCP STATE DENIAL DETAILS REPORT GUIDE

12/13/2024

REVISIONS

Date	Slides	Revisions

PURPOSE OF REPORT

BHSD has created a report that shows each CCPs State denials at the detail level. This report will aid CCPs in seeing all their denials for a given timeframe without having to look through individual 835s or EOBs. CCPs will run the report throughout the FY and work to resolve as many of the State denials as possible. As CCPs rework these denials the “reworked” column in the report will update when replacement claims are processed. All the State denials will stay on the report even after they are reworked to assure consistent/accurate tracking long term. CCPs can filter out all the denials that have been reworked to only view the remaining denials.

ACTION STEPS

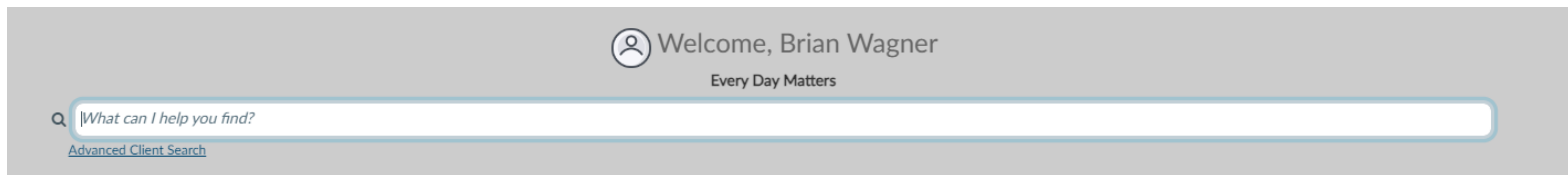
The expectation is that CCPs run this report frequently and that all appropriate reworking of State denials occurs consistently. Reworking denials occurs by reviewing the denial reasons provided by the State, through the CARCS and RARCs, and submitting replacement claims as appropriate. **CCPs SHOULD NOT submit new original claims with submission code 1 for this process.** The reworked claims must be submitted as **replacement claims with resubmission code 7** and the PCCN from the denied claim for those services.

- All the individual rows on the report represent a State denial.
- State denials that are going to be reworked must be submitted as a replacement claim (7) and not as a new claim (1).
- In the “Reworked?” column, CCPs will be able to see if they have previously reworked the claims and the replaced claim has been processed and made it to CalPM.
 - If CCPs see a “No” in this column, this indicates that there isn’t evidence in our system that the State denial has been reworked. It is possible that the reworked claim hasn’t processed fully into CalPM if it occurred recently.
 - If CCPs see, “Yes”, this indicates that County is able to see evidence that the State denial has been reworked.
 - CCPs are not recommended to take additional action steps for any claims that are marked as “Yes”.
- For any services that shouldn’t have been sent for any reason (e.g. they are duplicates not caught initially on the Potential Duplicate Report), CCPs should void the claim; that will be reflected on the report as a void once processing completes. Voids are considered “reworked” and will be listed as a “Yes” once the voids are fully processed.
- If the service can’t be corrected, but is a true/valid service, take no action. These will remain on the report as they are noted as a true State denial.

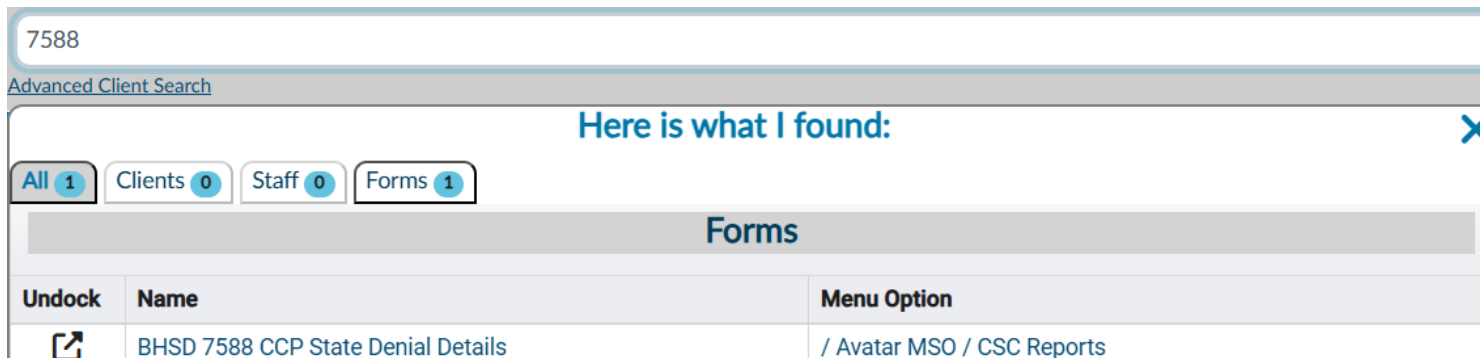
	N	O	P
MSO Service ID		Reworked?	PM Claim Number
		No	
		No	
		No	
		Yes	
		No	
		No	
		Yes	
		Yes	

PROCESS FOR ACCESSING THESE NEW REPORTS

1. Login to PCNX
 - With the appropriate (Financial Reports) User Roles
2. Search for 7588 in the General Search Box



3. Select which Report you would like to Run



PROCESS FOR ACCESSING THESE NEW REPORTS

4. Enter your Agency Name or Number in **Contracting Provider**
 - The system will only allow you to enter your own Agency
5. Enter your **Service Start Date** and **Service End Date**.
6. Select **“Process”**.

BHSD 7588 CCP STATE DENIAL DETAILS

Process

Discard

Add to Favorites

BHSD 7588 CCP State
Denial Details

Contracting Provider *



Service Start Date *



T

Y



Service End Date *



T

Y



PROCESS FOR ACCESSING THESE NEW REPORTS

7. Select “Export”.

The screenshot shows a web application interface. At the top, there are two buttons: "Print Report" and "Export". The "Export" button is highlighted with a red rectangular box. Below the buttons is a navigation bar with a search field labeled "Find...", a "1 of 1+" indicator, and a "100%" zoom level. The main content area is titled "Main Report" and features the logo for "SANTA CLARA COUNTY Behavioral Health Services" on the left and the title "CCP State Denial" on the right. Below the logo and title, there is a line of text: "Contracting Provider [redacted] Service Start Date: 9/1/2024 Service End Date: 9/". At the bottom, there is a table with the following columns: "PROVID", "Company Name", "Patid", "Client Name", "Date of Service", and "Proce". The table contains three rows of data, with the first two rows having a date of "09/02/2024" and a process number of "90885", and the third row having a date of "09/09/2024" and a process number of "90885".

<u>PROVID</u>	<u>Company Name</u>	<u>Patid</u>	<u>Client Name</u>	<u>Date of Service</u>	<u>Proce</u>
[redacted]	[redacted]	[redacted]	[redacted]	09/02/2024	90885
[redacted]	[redacted]	[redacted]	[redacted]	09/02/2024	90885
[redacted]	[redacted]	[redacted]	[redacted]	09/09/2024	90885

PROCESS FOR ACCESSING THESE NEW REPORTS

8. Save the report as 'Microsoft Excel Record (XLS)' (1) to best filter the report and select 'OK'(2).

Print Report **Export**

Format: Microsoft Excel Record (XLS) **1**

Excel Format

- Typical: Data is exported with default options applied.
- Minimal: Data is exported with no formatting applied.
- Custom: Data is exported according to selected options.

Column Width

- Column width based on objects in the:
- Constant column width (in points):

Export object formatting

Export images

Use worksheet functions for summaries

Maintain relative object position

Maintain column alignment

Export page header and page footer

Simplify page headers

Show group outlines

Ok **2** **Cancel**

REPORT COLUMNS AND DESCRIPTIONS:

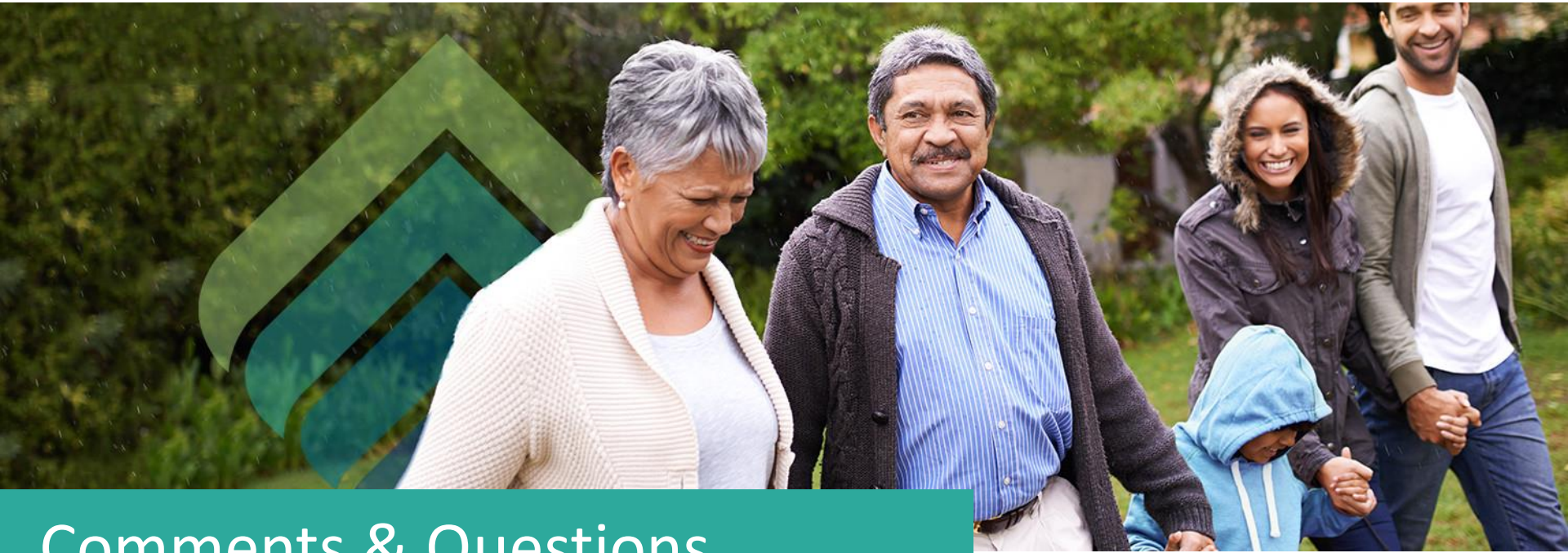
Column Name	Description
PROVID	Identification of CCP
Company Name	Identification of CCP
Patid	avatar patient ID
Client Name	avatar client name
Date of Service	date of service provided
Procedure Code	service code of the service provided
Procedure Desc	description of the service provided
Approved Units	units of service approved in MSO
Perf. Provider Name	provider name who performed the service
PM Program Code	program code in Avatar CalPM
PM Program Name	program name in Avatar CalPM
CLM Submt ID	MSO claim submitter ID in inbound 837
MSO Claim ID	MSO claim ID
MSO Service ID	MSO service ID (unique for each client per batch)
Reworked?	Whether there is evidence that claim on this service has been reworked by CCP
PM Claim Number	Claim number in Avatar Cal-PM
PM Claim Date	date of claim which is made about this service in Avatar CalPM
PM Claim Adj. Date	date of 835 claim receipt from payer (i.e from State in Medi-Cal)
GUARANTOR ID	Guarantor ID in the Avatar Claim
Guarantor Name	Guarantor name in the Avatar Claim

REPORT COLUMNS AND DESCRIPTIONS:

Column Name	Description
grp_1	the 1 st Adjustment Group code
grp_desc_1	Description of the 1 st Adjustment Group code
carc_1	the 1 st CARC code
carc_desc_1	Description of the 1 st CARC code
rarc_1	the 1 st RARC code
rarc_desc_1	Description of the 1 st RARC code
grp_2	the 2 nd Adjustment Group code
grp_desc_2	Description of the 2 nd Adjustment Group code
carc_2	the 2 nd CARC code
carc_desc_2	Description of the 2 nd CARC code
rarc_2	the 2 nd RARC code
rarc_desc_2	Description of the 2 nd RARC code
grp_3	the 3 rd Adjustment Group code
grp_desc_3	Description of the 3 rd Adjustment Group code
carc_3	the 3 rd CARC code
carc_desc_3	Description of the 3 rd CARC code
rarc_3	the 3 rd RARC code
rarc_desc_3	Description of the 3 rd RARC code

REPORT COLUMNS AND DESCRIPTIONS:

Column Name	Description
grp_4	the 4 th Adjustment Group code
grp_desc_4	Description of the 4 th Adjustment Group code
carc_4	the 4 th CARC code
carc_desc_4	Description of the 4 th CARC code
rarc_4	the 4 th RARC code
rarc_desc_4	Description of the 4 th RARC code
grp_5	the 5 th Adjustment Group code
grp_desc_5	Description of the 5 th Adjustment Group code
carc_5	the 5 th CARC code
carc_desc_5	Description of the 5 th CARC code
rarc_5	the 5 th RARC code
rarc_desc_5	Description of the 5 th RARC code
JOIN_TO_TX_HISTORY	It is service sequence id which is unique for each avatar patient
MH91 Total UOS	MH91 units of service
MH91 Total Payable	MH91 contracted total payable
Retro Adj Eob Number	EOB number for the MSO retro claim adjudication
Retro Adj. Data Entry Date	Latest data entry date for the MSO retro claim adjudication
Data Update Date	Update date for this report



Comments & Questions