



Memo # 12-14

To: Help Me Grow Home Visiting Contract Managers and Billing Approvers

From: Sondra Crayton, Assistant Chief, Bureau of Early Intervention Services


Copy: HMG Home Visiting staff

Subject: Help Me Grow Home Visiting Billing Identified Issues

Date: November 14, 2012

The ODH would like to follow-up regarding questions/comments/concerns regarding HMG Home Visiting billing identified to-date.

Here is a summary of the issues the ODH has identified and/or HVCs have reported to the ODH:

- Payments exceeding the expected amount given the actual billable HMG HV activities entered into Early Track
 - Payment for events associated with non-HMG HV families
 - Payment for events associated with home visits before the HVC's effective start date
 - Payments for events with incomplete data entry
- Payments being based on the incorrect rate (\$11.50 vs \$13.50), either under-payment or over-payment
- Payments not occurring for approved events

Please note, for the third bullet above the only identified issues have been HVCs not having an EFT set-up with OAKS or the incorrect OAKS data being associated with the entity in Early Track. So, please ensure all of your OAKS information is set-up and correct.

In order to identify, communicate, and correct both under and over-payments associated with the first two bullets above (as well as other potential errors [bad data entry]) the ODH began the following weekly process on November 6th:

Every Tuesday Early Track will un-approve:

- non-HMG Home Visiting events (i.e., MIECHV)
- events associated with home visits prior to a contractor's effective date (i.e., visit prior but data entry after)
- events that have incomplete data entry (i.e., tools without results)
- events associated with home visits that meet any of the following conditions:
 - prep time exceeding 60 minutes

- total travel time exceeding 180 minutes
- data entry or documentation time exceeding 90 minutes
- any other event exceeding 120 minutes
- total visit time less than 30 minutes
- home visits with no identified billable time (FP, informal assessment, parenting education, tools)

Each HVC's assigned HV Program Consultant will follow-up with details as applicable, if any of the un-approved items are in fact legitimate, Early Track will allow for the events to be vouchered in a subsequent week's process after the verification is reported back through the HV Program Consultant.

In addition to the weekly un-approval process above, HV Program Consultants will be verifying licensures for Home Visitors claiming the \$13.50 rate. In the event that a licensure cannot be verified, associated event data will be corrected to pay at the \$11.50 rate and follow-up communications will be sent to the applicable HVC. Moreover, the ODH will be identifying events associated with Home Visitors which had their licensure information updated, but were not paid based on the updated licensure response in Early Track.

In summary, the ODH will continue to release features into Early Track to prevent some of these issues from occurring and/or provide warnings/prompts associated with potentially invalid data and weekly communications will continue to occur to report and address any identified issues. **Beginning with the first voucher generation in December (12/4/12)** the ODH intends to send summary reports to each HVC identifying all known issues, this report will include a running balance of potential payment adjustments (under and/or over). **Beginning with the first voucher generation in April (4/2/13)** the ODH intends to amend each HVC's voucher to reflect all identified adjustments to date, and this process will occur with the first voucher of each month thereafter.

Please continue to communicate any/all issues to your assigned HV Program Consultant. Even if your HV Program Consultant cannot remedy your specific issue, they can expedite resolution by forwarding the communication on to the appropriate staff.

Attachments: Billing Approval Tip Sheet

Billing Approval Tip Sheet

These tips are intended to provide important guidance for approving claims. Early Track has been processing data for billing since September 19th, 2012 for providers who have been approved and have a signed provider agreement in place with the ODH. We are aware that the agency billing approvers have been creating errors in approving events and wanted to make sure that they are using the Early Track reports that are available to assist in avoiding erroneous billing. In addition to utilizing the reports in ET, billing approvers should be cross checking all services to be approved with detail from the client's record (data tracking sheets, case notes, tool administration, etc.)

Tip: Have your home visitors **use a data entry sheet** that mirrors the Early Track home visit, tools, family plan, and time & activity screens while on visits.

- Times must be exact times, no rounding up etc.
- Once completed, assign a weekly due date and have them turn these in to the Billing Approver.
- Once data sheet is turned in the Billing Approver verifies that the home visit information entered in ET and the data sheet match.

Tip: Have your Billing Approver run the **"Home Visit Overlapping Report"** in ET prior to approving events.

- Make sure that the only overlapping times are those for siblings.
- If activities other than those for siblings are listed as overlapping have the Home Visitor correct as you will be paid only once for overlapping times. The System Administrator is the only ET user who can correct activity times in Early Track. However, once an event is submitted for payment, the system administrator will be unable to update the event's times.

Tip: Run the **"Home Visiting Claim Events"** report.

- This report will be updated in the coming months to include the Number of Minutes Entered into ET. The Number of Minutes Approved and Number of Minutes Vouchered are currently included in the report. This report lets you see the universe of events that have been entered as well as where in the process each event is.

Tip: When the Billing Approver is on the **"Approve Claim Events"** screen sort the list according to minutes. (This can be done by clicking the minutes box at the top of the page)

- Sorting by minutes will allow you to place either the smallest or largest events at the top drawing your attention to possible incorrect and/or excessive event claims.
- You can also sort by date, home visitor, child etc.
- Make sure that all Tool scores have been entered and all information regarding the visit entered.
- You cannot make corrections/additions once an event has been approved.
- **Double check all events before approving them.** Clicking "Approve" is the "POINT OF NO RETURN" and changes/corrections/deletions **cannot** be made.