

## Billing Forum Meeting

November 15, 2023

Facilitated by: Taylor Hart – Monroe County [taylor.hart@monremi.org](mailto:taylor.hart@monremi.org)

Meeting Minutes: Katie Hensley – Washtenaw County [hensleyk@washtenaw.org](mailto:hensleyk@washtenaw.org)

### Additions to agenda

- COVID hard copies – how long are they kept?

### Email Follow Up

- Ottawa County was able to find the report(s) to count encounters
- Jackson County received replies on how clients are made aware they may be billed for a service
- Kelly – did get an answer on the consents
- Please try to remember to hit ‘reply all’ when answering someone’s question. This is helpful because it can be something to reference if someone else runs into a similar situation in the future.

### Insurance Transfer to MCIR

- Lenawee County is having an issue where Medicare B immunizations are transferring to MCIR as Medicare A. They are updating this manually.
  - Others on the call did not report having similar issues.
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### Flu Claims Denying

- Lenawee County is having issues with flu shots getting denied. They stated it seems to have started once the new COVID vaccines were added. They are still investigating why this is happening
- St. Clair getting denials for flu due to age, even when using the correct CPT code. They are following up with the payer.
- Unfortunately there wasn’t a clear answer at the time of the meeting for how to correct these problem.
- **These issues are specific to Blue Cross**

### **Telehealth - Family Planning**

- A member of the call asked if other health departments were providing telehealth visits for Family Planning services. It did not appear to be something that many departments were doing
- Ottawa County said that Priority Health gave them permission to bill for FP services provided by telehealth, however they are having issues getting paid. There has been back and forth with the payer without resolution
- Western UP does FP via telehealth, however they are in a rural area and serve a population across a very large area

### **Meridian & MIHP**

- St. Clair – Meridian denying MIHP claims with modifiers 93 & 95
  - Carrie was on a call with Meridian and said there is going to be another meeting on Friday regarding this issue. It sounded like they are aware of it and working towards a fix.
  - If you are experiencing this, email [dianalynn.smith@mimeridian.com](mailto:dianalynn.smith@mimeridian.com) Make sure to put “MIHP” in the subject line. They can help correct claims.

### **Insurance Process**

- Washtenaw County asked members on the call how their departments handle insurance lookup and verification
- Many departments mentioned that they experience a lot of turnover in the front desk positions, which contributes to issues with checking insurance
- For departments that use Patagonia, some mentioned that the front desk staff will only use the Patagonia eligibility tool and not look any deeper
- Kalamazoo provides quarterly trainings to talk about these issues and provide a refresher
- St. Clair mentioned they make sure to stress the importance of scanning both sides of the insurance card
- Multiple billers said that they verify the insurance before approving a claim to double check. While it is time consuming, it does make sure that the claim goes out correctly.

### **Adding to Listserv**

- There is a form you need to fill out and send to Jaime Greenwald at Lenawee

### **Hard Copy for Covid**

- Wendy has been scanning forms into their EHR – a clinician has told her they are still required to keep physical copies
- St. Clair scans & keeps 7 years, so does Monroe

- There was not a clear answer on whether or not you need to keep physical copies if you are scanning into the electronic medical record

#### RSV & Medicare

- Those who bill RSV through TransactRx have reported success in getting reimbursed

#### Patagonia

- Patagonia reps will be invited to the January call
- It was asked if deceased clients should have their Patagonia account deactivated
  - The general consensus was you should not deactivate/delete any accounts
  - You can note in their chart if the client is deceased