

**Western Highlands Network
Communication Bulletin #47
August 17, 2006**

Western Highlands Network IPRS Timely Filing Limits

- 1) This Communication Bulletin is for IPRS claims only.
- 2) The transition to new service definitions in March, 2006 posed numerous challenges impacting nearly all facets of mental health service delivery. This transition presented substantial systematic changes for billing systems.
 - a) Western Highlands implemented a 60 day claims submission deadline to effectively manage and monitor IPRS dollars for state funded consumers. This deadline, coupled with the implementation of new service definitions and direct billing has resulted in a large volume of denied payments.
 - b) Western Highlands acknowledges the difficulty this has placed on our Providers, therefore we are waiving the 60 day timely filing and State end-of-fiscal-year timely filing deadlines for claims previously submitted and denied, for dates of service March 20, 2006 through June 30, 2006.
 - c) Furthermore, Western Highlands will be reprocessing all claims that denied for the following Western Highlands EOB codes: *(Note: **No action is required by Providers.** Providers do not need to resubmit claims that denied for these reasons, these will be automatically reprocessed by Western Highlands.)*
 - i) #046-Claim received greater than 60 days past the date of service
 - ii) #055-Date of service < 5/1/2006 and received date > 5/31/06
 - iii) #056-Date of service < 7/1/2006 and received date > 7/31/06
 - iv) ***Note: Some of these claims may have originally denied with reasons in addition to the timely filing codes listed above. In these cases, if the other error condition has not been resolved (e.g. "Missing or Invalid Target Pop", etc.) the claim will still deny until resolved by the provider.***
 - v) We expect this reprocessing to take 2-3 weeks. Providers will receive a check and EOB.
 - d) Any corrected claims for dates of service March 20, 2006 through June 30, 2006 must be received by 5:00 P.M. October 2, 2006 by the Western Highlands Business Office.
- 3) IPRS claims submitted with date of service July 1, 2006 and beyond will continue to be subject to our 60 day timely filing limit. However, Western Highlands will allow an additional 60 days to correct and resubmit a denied claim. In other words, you have additional time to resolve and resubmit a denied claim.
 - a) Example: The claim date of service is July 1, 2006, submitted August 1, 2006 and denies. Since the claim was received within the required 60 day timely filing limit, Western Highlands will allow resubmission until October 28, 2006. In other words 60 days are added to the timely filing limit when a claim was received within the 60 day timely filing limit.
- 4) Western Highlands strongly encourages providers to work their denials in a timely manner.
- 5) Western Highlands offers technical assistance for billing questions. Please send questions to billingquestions@westernhighlands.org.