

Providers and CFCs Questions and Answers for May 2010

Q: *There is a waiver in the system for a provider but this provider has given notification that they will no longer be able to render services. I have to find another provider agency that can continue services. Can the same waiver be used for the new provider?*

A: No. Waivers can only be used by the provider agency they were issued to initially. In the event of a provider change, the provider is required to give a 30 day notice to the SC. This allows time for the SC to find another provider as well as submit a waiver request if applicable for the new provider to the CBO.

Q: *My claim was denied due to the Associate Level provider was not enrolled but they were supervised by an Early Intervention enrolled provider.*

A: All Early Intervention services must be performed by enrolled Associate Level and/ or full credentialed enrolled providers. All providers must go through Provider Connections and have received approval for either level. If the service was provided by a provider that is not known to the Early Intervention system but was supervised by an Early Intervention provider this claim will still not be paid by the Central Billing Office. If the CBO has mistakenly paid a claim for a provider that was not appropriately enrolled a refund would be due to Early Intervention.

Q: *My claim to insurance was denied indicating the medical group did not approve. I sent this to the CBO and was informed that this denial reason was insufficient. I would like to know what it is that the CBO is looking for.*

A: When the CBO receives this type of denial reason attached to a claim form the CBO makes a call to the insurance company to verify why the medical group was not approved. If the insurance indicates that it is not covered then the CBO will consider the claim for payment. If the insurance indicates that documentation was requested from the provider and not received then the CBO will not consider this claim for payment. It is suggested when the insurance EOB does not clearly state that the service is not covered then the provider should also call to verify.