



Supplemental Policy Release

Attachments for Electronic Claims

Years ago, when most healthcare claims were submitted on paper forms and tape cartridges were considered a technological innovation, supplying additional information for a claim was usually a matter of sliding paper documents into a mailing envelope. Today, the majority of healthcare claims are handled electronically; most Medicaid-related claims are sent either through the Medicaid Information Technology System (MITS) Web Portal or by electronic data interchange (EDI) in the form of an 837 transaction. Many providers are looking for an electronic "envelope" into which they can slide their attachments.

Attaching supporting documentation for an electronic claim is a three-step process:

1. Gather the necessary paperwork.
2. Indicate that the electronic claim requires an attachment.
3. Submit the required attachment.

One note of caution: Please submit an attachment only when it is necessary to do so. Unnecessary attachments will delay processing.

1. GATHER THE NECESSARY PAPERWORK.

- Fill out form JFS 06653, "Medical Claim Review Request" (rev. 05/2010), which can be obtained from the Ohio Department of Job and Family Services (ODJFS) Forms Central website, <http://www.odjfs.state.oh.us/forms/inter.asp>. Complete the following steps to create an electronic copy or a paper copy according to your needs.
 1. Fill in the information on-screen and save the document in PDF or DOC format.
 2. Print the blank document on paper, fill in the information (legibly) by hand, and scan the document in an accepted format.
 3. Fill in the information on-screen and print the document on paper.
 4. Print the blank document on paper and fill in the information (legibly) by hand.

Note: Instead of transaction control numbers (TCNs), MITS uses internal control numbers (ICNs), which are 13 digits in length.

- Prepare each supporting item to be attached. Some attachments, such as dental molds and X-ray films, must be sent by mail. Attachments in electronic format can be either uploaded or printed and sent by mail.

No more than ten documents can be uploaded as attachments to a single claim. Each electronic document can be no more than 50 megabytes (50MB) in size and must be in one of ten formats: BMP, DOC, GIF, JPG, MDI, PDF, PPT, TIFF, TXT, or XLS. The Web Portal does not currently support the DOCX format introduced in Word 2007 for Windows and Word 2008 for the Macintosh. Save a DOCX file in DOC format before uploading it.

2. INDICATE THAT THE ELECTRONIC CLAIM REQUIRES AN ATTACHMENT.
Complete the claim in one of two ways, either (A) on the Web Portal or (B) by EDI in an 837 transaction.

A. Web Portal

Fill in all applicable fields as you would with any claim.

The screenshot shows a web portal interface for entering a professional claim. The page is divided into two main sections: BILLING INFORMATION and SERVICE INFORMATION. The BILLING INFORMATION section includes fields for Claim Type (M - PROFESSIONAL), Provider ID (1831185255 NP1), Patient Account # (123), and Medicare Assignment (NOT ASSIGNED). The SERVICE INFORMATION section includes Release of Information (NOT ALLOWED TO RELEASE DATA), From Date (08/25/2011), To Date (08/25/2011), and various accident-related fields. A 'TOTAL CHARGES' summary shows Total Charges of \$65.00 and Medicaid Allowed Amount of \$0.00. A 'Diagnosis' table at the bottom shows a single entry: A 1 2899 BLOOD DISEASE NOS.

Sequence	Diagnosis Code	Description
A 1	2899	BLOOD DISEASE NOS

Figure 1. A professional claim being entered on the Web Portal.

Before clicking the 'submit' button, scroll to the 'Attachments' panel and click the 'add' button to indicate that the claim requires an attachment.

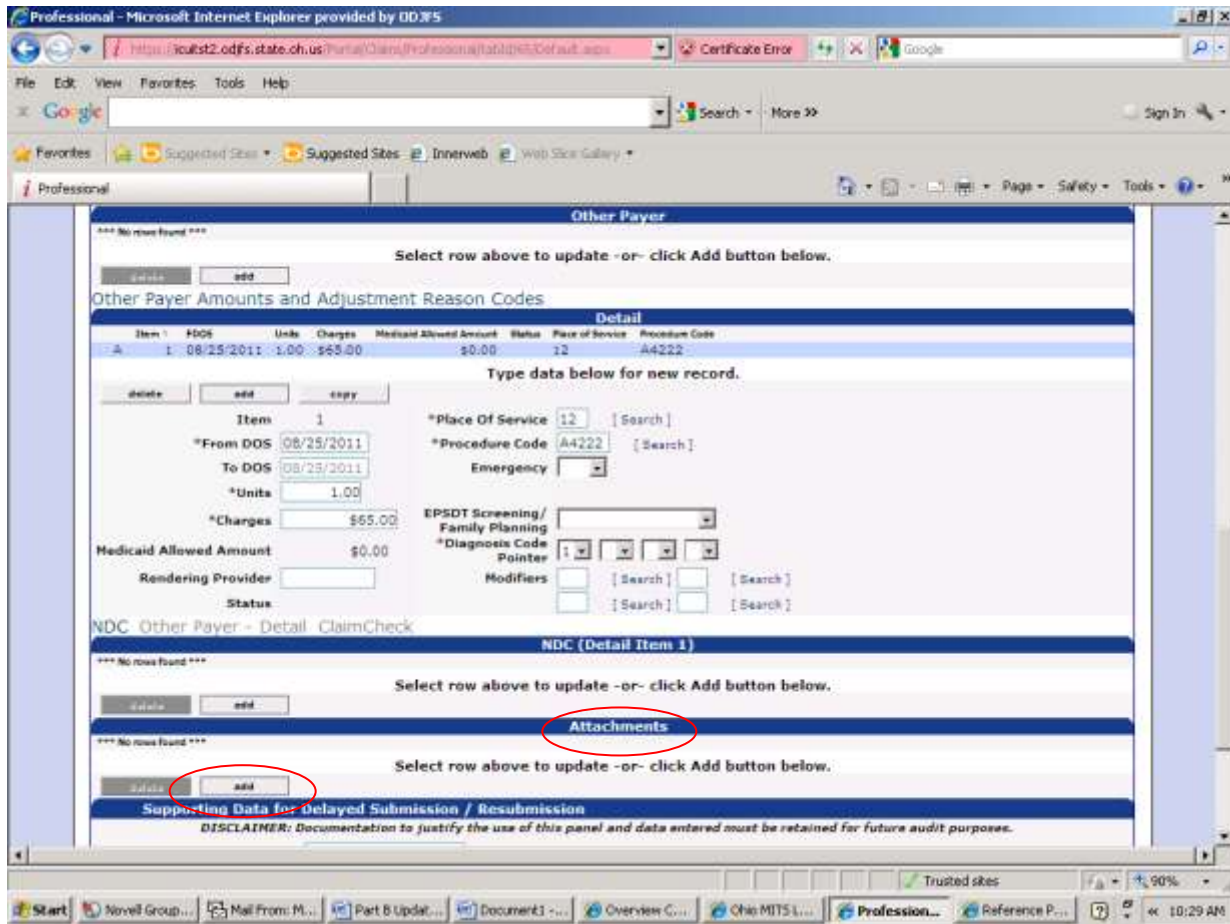


Figure 2. The 'Attachments' panel and the 'add' button.

After you click the 'add' button, the 'Attachments' panel will open and display additional information and the 'Type of Document' and 'Transmission Type' fields.

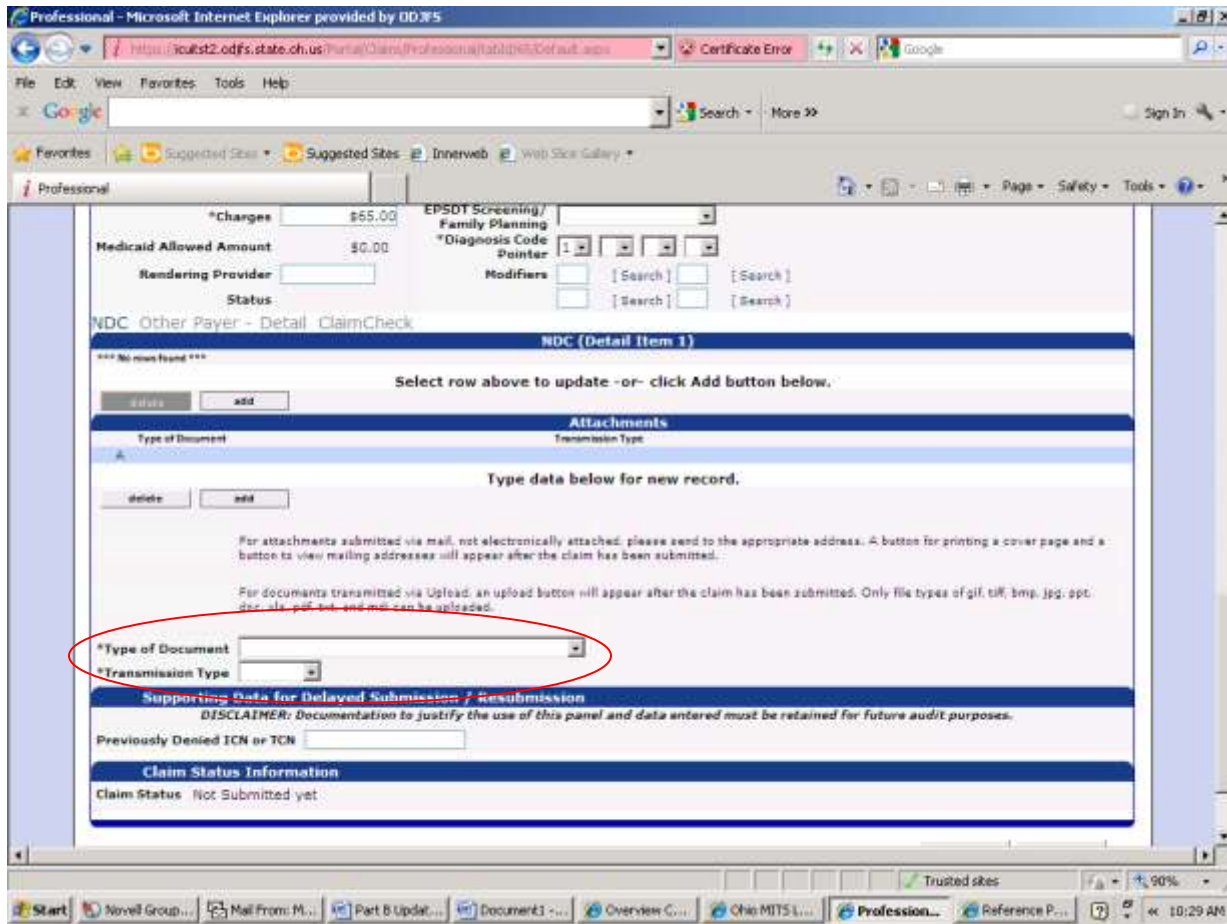


Figure 3. The 'Type of Document' and 'Transmission Type' fields.

Describe the attachment by making a selection from the 'Type of Document' drop-down list. For the JFS 06653, select 'REFERRAL FORM (OHIO 6653)'.

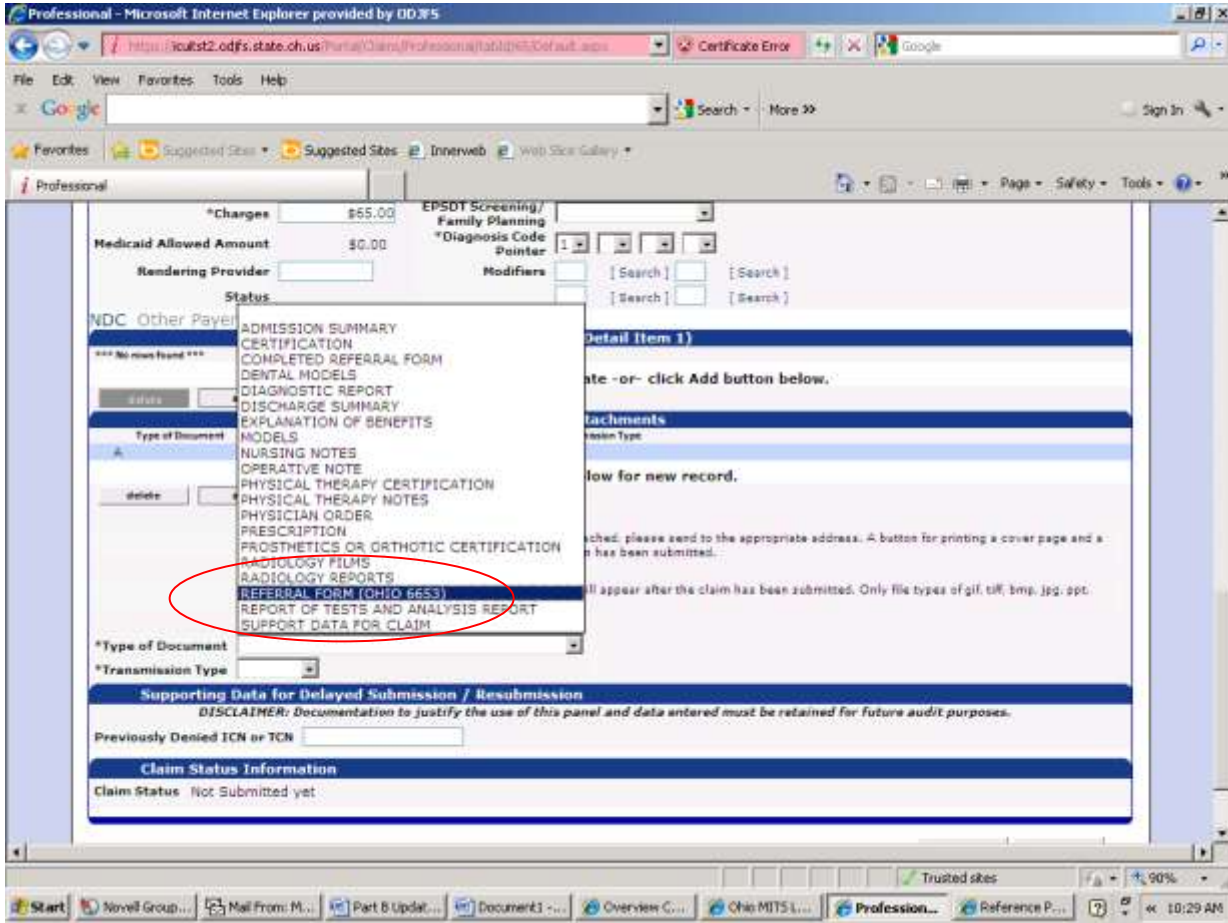


Figure 4. Making a selection from the 'Type of Document' drop-down list.

Next, specify how the attachment will be submitted by selecting either 'MAIL' or 'UPLOAD' from the 'Transmission Type' drop-down list.

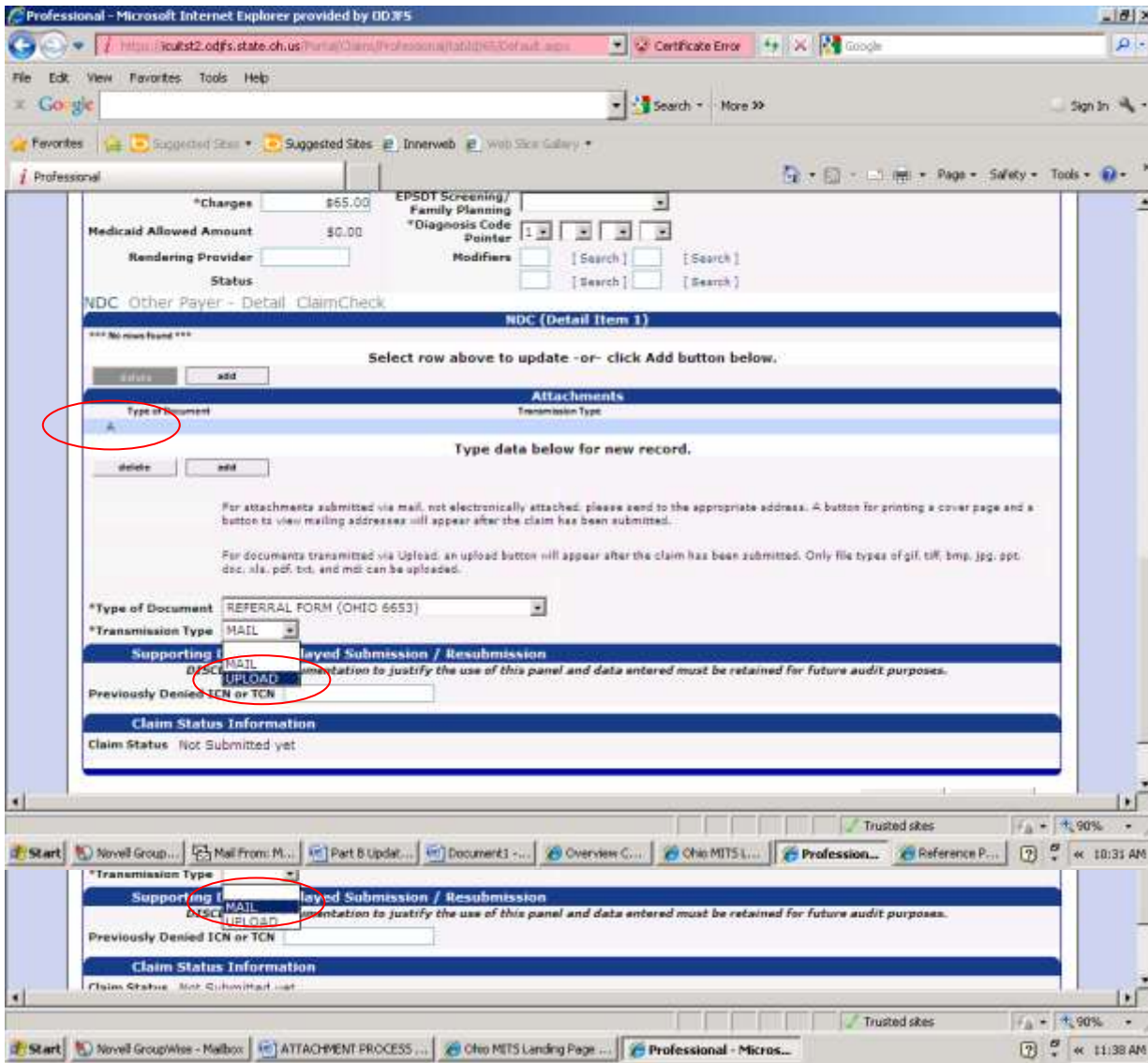


Figure 5. Selecting 'UPLOAD' or 'MAIL' from the 'Transmission Type' drop-down list.

After you select the type of document and transmission type, click the display row (highlighted in light blue and marked with an 'A') to record the information you selected from the drop-down lists.

Repeat this process for any additional attachments. For example, select 'EXPLANATION OF BENEFITS' as the type of document if you will be submitting an EOB for a claim denied by Medicare.

After you complete the 'Attachments' panel, click the 'submit' button at the end of the claim form. The claim will be placed in suspension pending submission of the attachments.

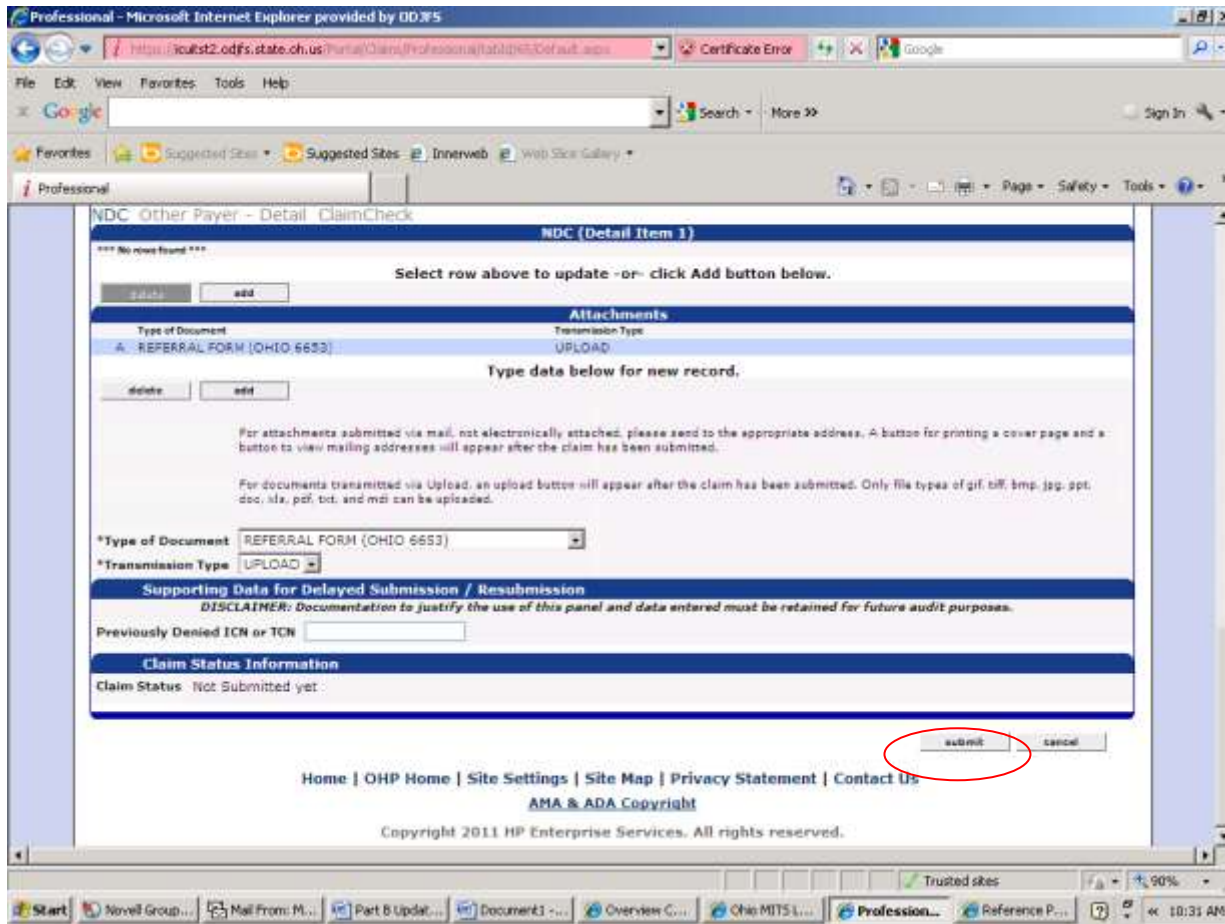


Figure 6. The 'submit' button.

B. Electronic Data Interchange (EDI)

Complete an 837 transaction for this claim as you would for any other claim.

To indicate that an attachment is forthcoming, enter information into the PWK segment of the 2300 loop:

- In PWK01, specify the type of attachment. For the JFS 06653, enter 'B4' (Referral Form).
- In PWK02, specify the method of transmission. If the attachment will be uploaded entirely through the Web Portal, enter 'EL' (Electronic Only). If the attachment will be sent by mail with a cover page generated by the Web Portal, enter 'BM' (By Mail).

3. SUBMIT THE REQUIRED ATTACHMENT.

Once you have submitted an electronic claim (either through the Web Portal or by EDI) that requires an attachment, the claim will be placed in suspension. Make note of the ICN assigned to it.

To submit the attachment, first retrieve the claim through the Web Portal.

- If the claim is still open in the Web Portal, you can continue working on it.
- Otherwise, retrieve the claim by searching for its ICN.

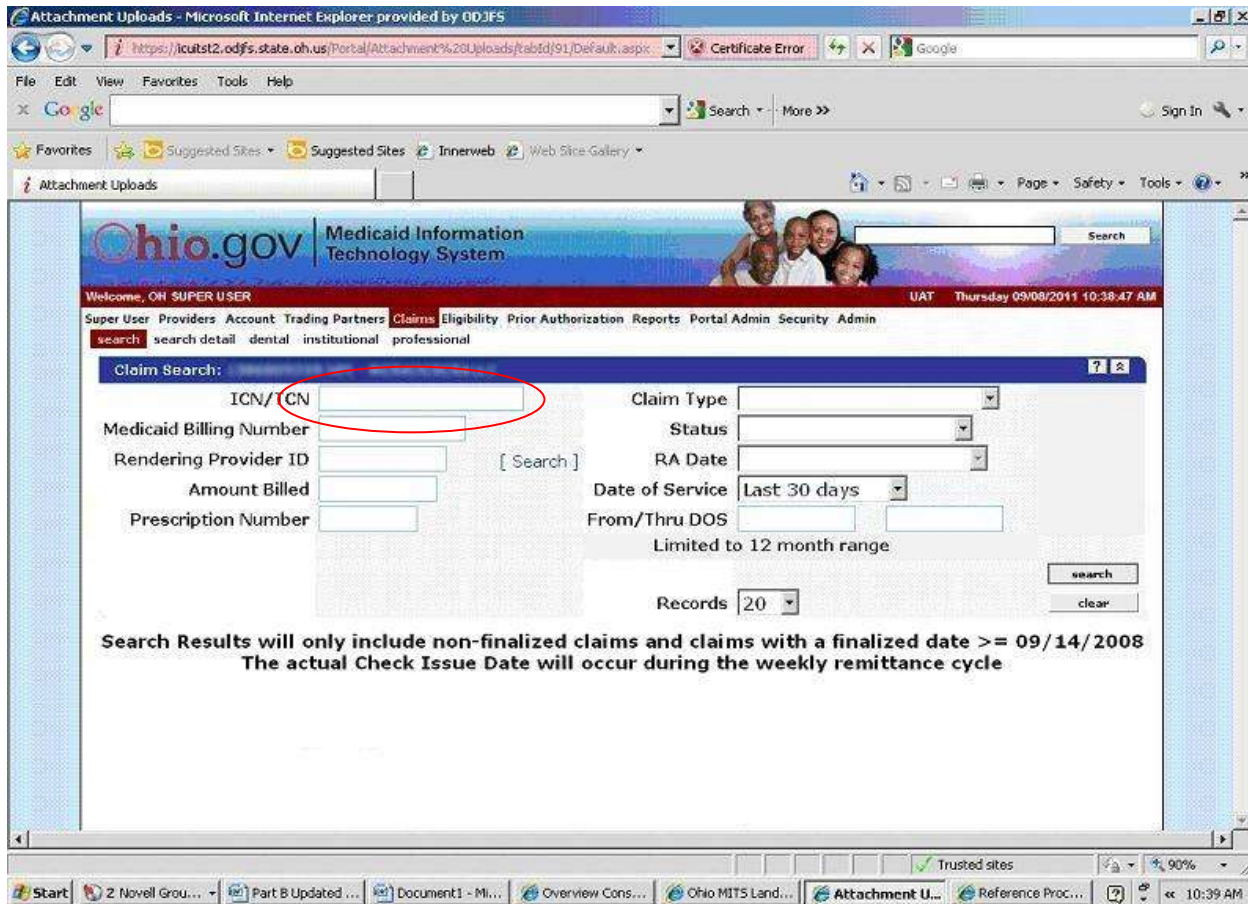


Figure 7. The 'Search' option on the 'Claims' menu.

Scroll to the 'Attachments' panel.

The Transmission Type of each attachment will indicate whether it is to be submitted (A) by upload through the Web Portal or (B) by mail.

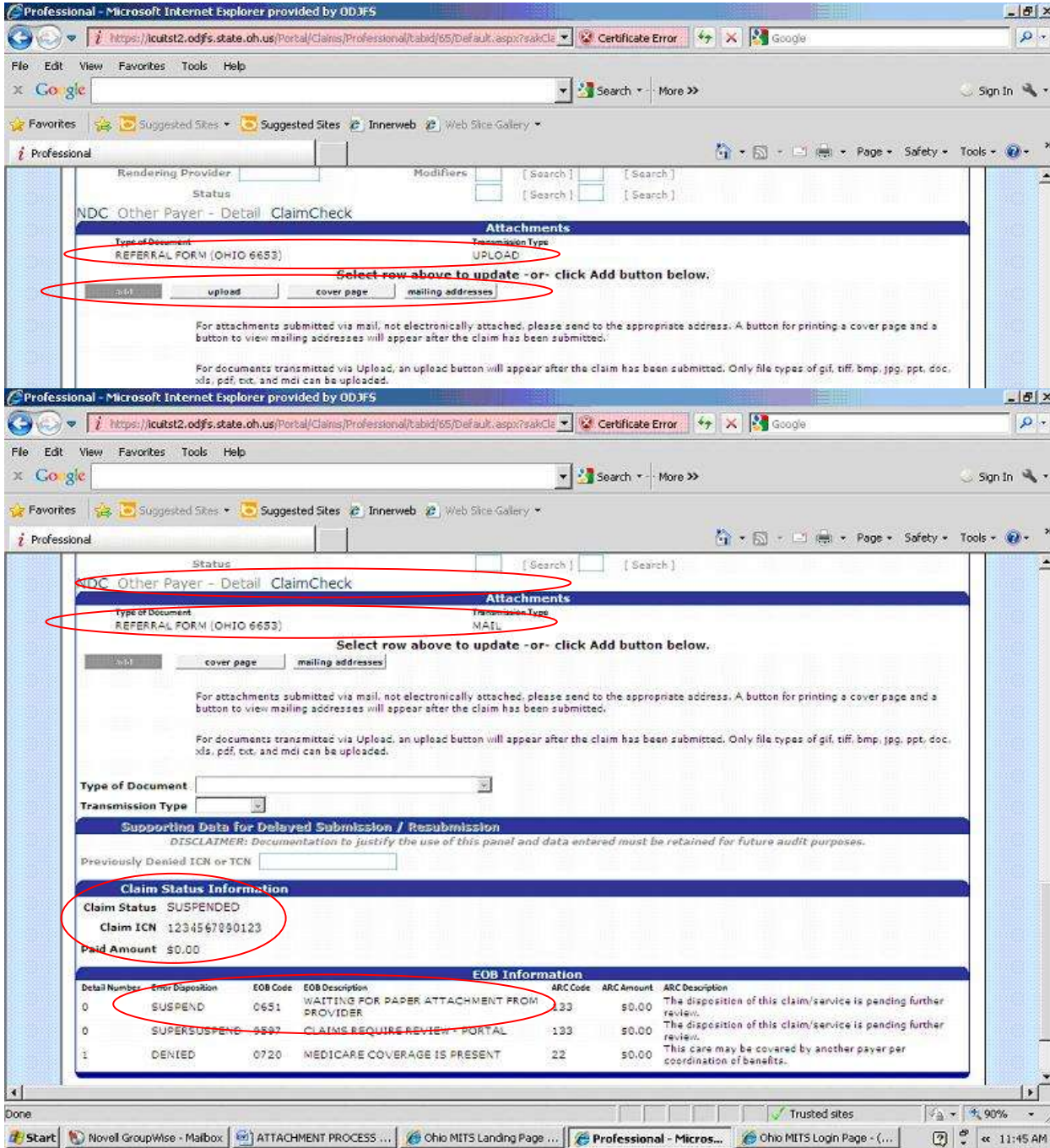


Figure 8. How the 'Attachments' panel will appear after a claim has been received, assigned an ICN, and suspended pending submission of an attachment.

A. Uploading an Attachment

Scroll to the 'Attachments' panel.

Click on the display row for an attachment to be uploaded, such as 'REFERRAL FORM (OHIO 6653)'.

Click the 'upload' button. The 'Attachment Upload' panel will open.

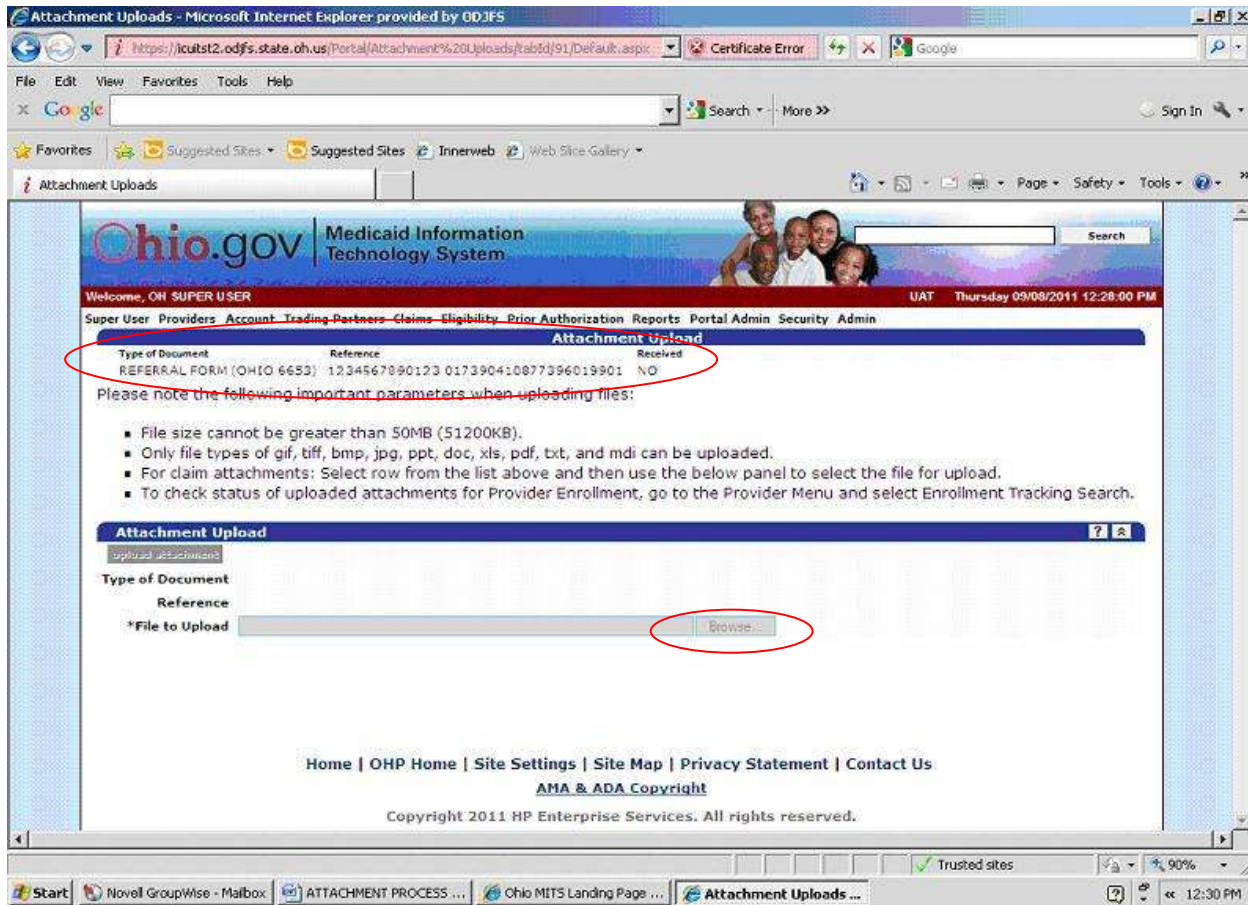


Figure 9. The 'Attachment Upload' panel.

Click the display row for the document you are uploading. Notice that the indicator in the 'Received' column reads 'NO'. In the lower part of the panel, the 'Type of Document' and 'Reference' fields will be populated automatically.

Next to the 'File to Upload' field, click the 'Browse' button to search your computer for the document you want to upload. When you select the document, its pathname will appear in the 'File to Upload' field. Click the 'upload attachment' button.

When the attachment has been successfully uploaded, the 'Received' indicator changes from 'NO' to 'IN PROCESS', and a confirmation message is displayed with a tracking number.

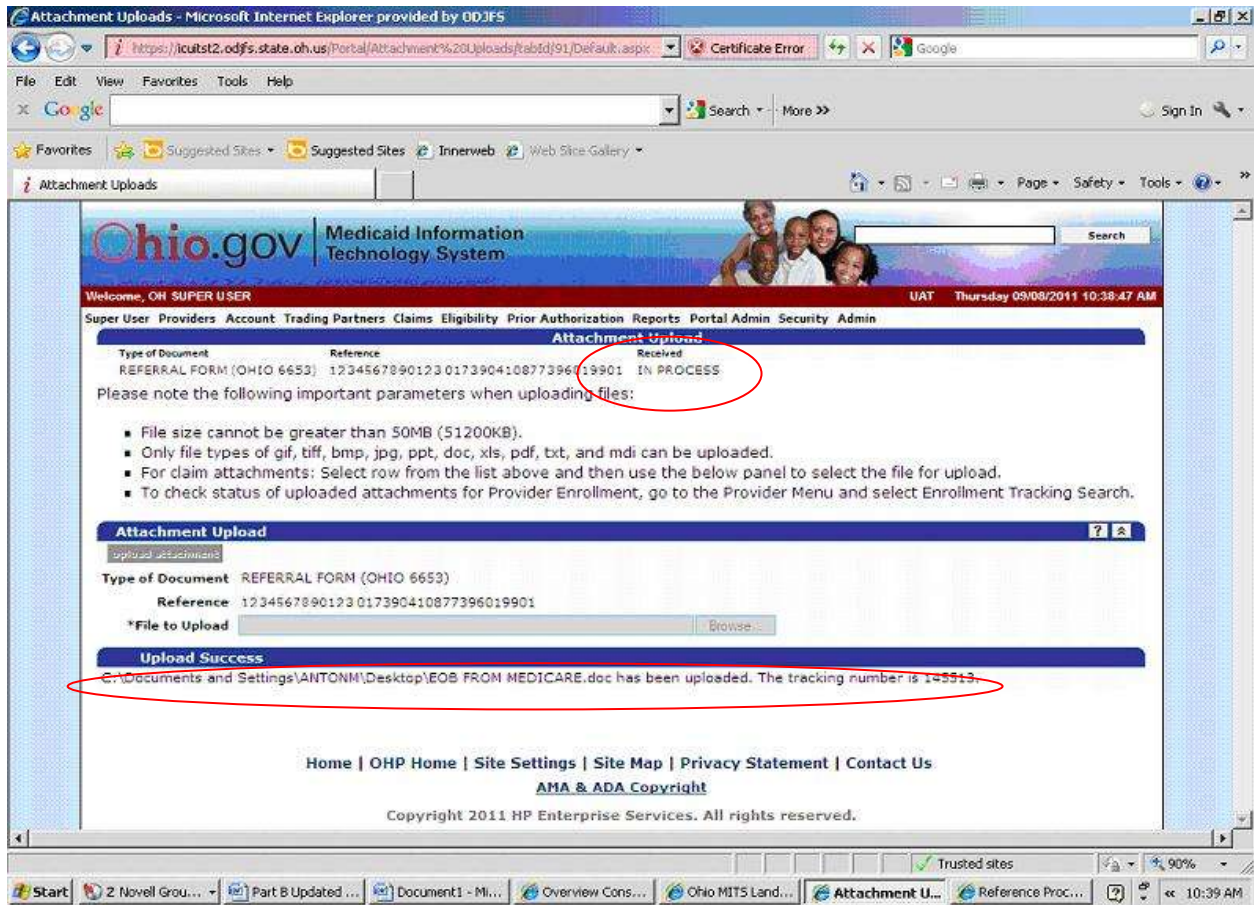


Figure 10. The 'Attachment Upload' panel after an attachment has been uploaded.

Repeat this process for any additional attachments.

B. Mailing an Attachment

Scroll to the 'Attachments' panel.

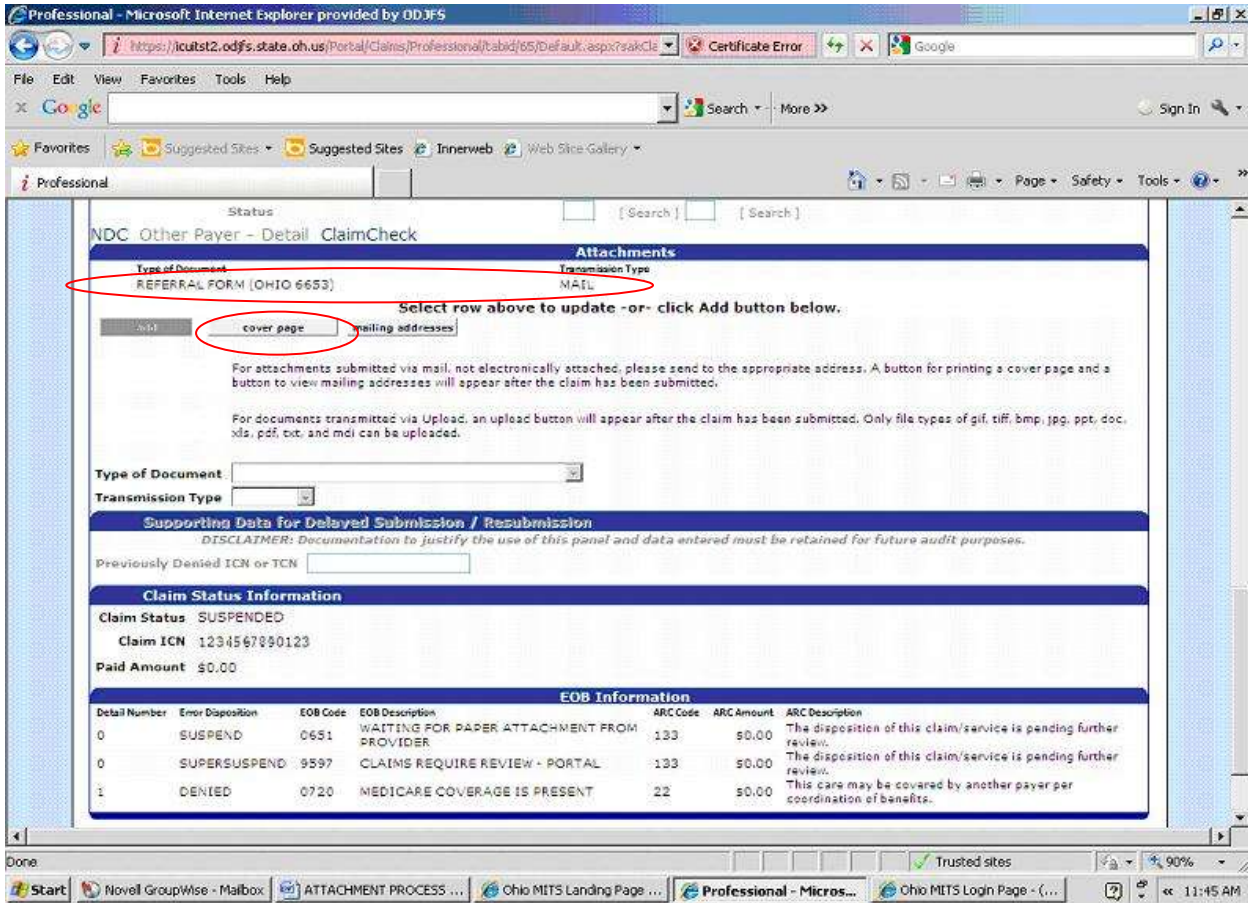


Figure 11. The 'Attachments' panel showing an attachment to be submitted by mail.

Click on the display row for an attachment to be mailed.

Click the 'cover page' button. An Electronic Data Management System (EDMS) Cover Sheet will appear in a pop-up window.

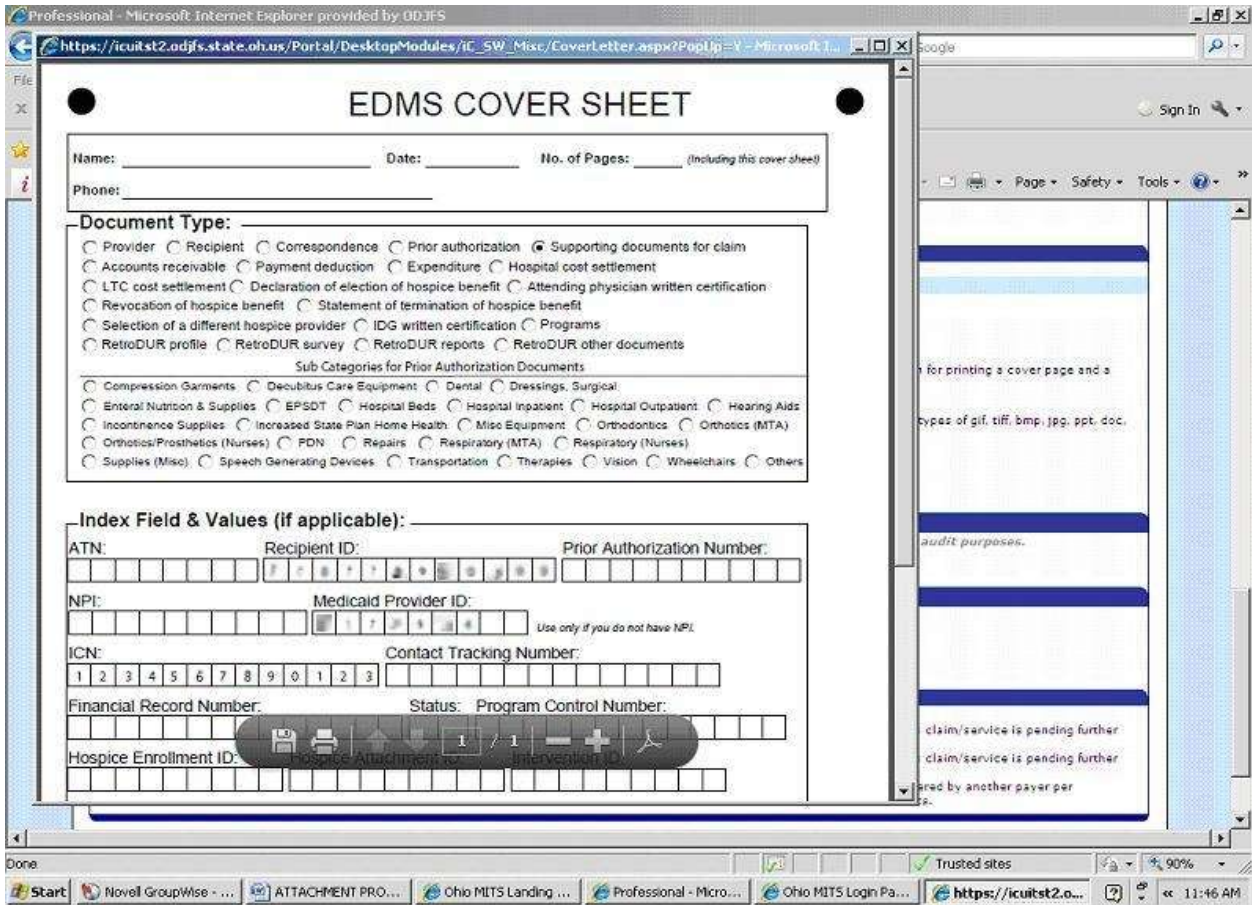


Figure 12. An EDMS Cover Sheet.

Complete and print out the EDMS Cover Sheet in accordance with the instructions given.

Print the completed EDMS Cover Sheet and send it along with the completed JFS 06653 and all other hard-copy attachments to the address shown when the 'mailing addresses' button is clicked:

ODJFS Provider Relations Section
 P.O. Box 1461
 Columbus, OH 43216-1461