

Subject: Provider Notice Regarding Opening Packets

Date: July 16, 2008

To: Guilford County Community Providers

From: Provider Help Desk

You have recently been notified that the Guilford Center expects providers to comply with the 60-day timely billing requirement already contained in your IPRS UCR contracts (the Medicaid billing timeframe of one year does not change). This memorandum provides a couple of implementation details that accompany the transition to this billing timeframe.

First, the effective date of the new policy is July 1, 2008. This means that events with dates of service in June 2008 and earlier must be billed to the Guilford Center by August 31, 2008, in order for the provider to be paid; July 2008 services must be billed by September 30, 2008; and so on.

You will notice that the Guilford Center is interpreting the 60-day time frame as being two calendar months from the end of the month during which the service is provided.

Second, submitting a complete, accurate service event in CareLink within two months does not necessarily mean that the claim will be considered as meeting the timely filing rules; the provider must also submit complete and accurate timely client information to the Guilford Center through the e-forms process.

Ordinarily, it is no problem for the Guilford Center to receive and enter the e-forms data before the billing for service events arrives. However, some providers still allow substantial time to pass between the time we inform them of incomplete, inadequate, or missing data in an e-forms packet and the time they submit the correction. Beginning in August, we will need these providers to make up those insufficiencies more promptly, or there will not be time to submit and enter the claim data within the 60-day time frame. The Guilford Center is not establishing a deadline for submitting the original or corrected e-forms data; however, it must be done quickly enough that the associated service event can be billed to the State at the end of the 60-day time frame.

We are certain that provider compliance with this policy will result in more accurate billing to the Guilford Center, and will result in quicker payments to providers.

Thank you for your attention to this change. If you have questions, please submit them to the Provider Help Desk.