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### PROVIDER INFORMATION NOTICE

TO: Early Intervention Providers & Payees

FROM: Ann M. Freiburg, Chief  
Bureau of Early Intervention

DATE: October 11, 2017

SUBJECT: Audit Compliance for Monthly Claim Processing

The Bureau of Early Intervention (EI) was notified by the Illinois Department of Human Services (IDHS) Auditor of an issue with claims submitted and processed that crossed calendar months. For example, dates of service for 08/25, 08/27, 09/01, and 09/07 submitted on one claim.

While IDHS did not indicate a violation was warranted at this time, the Bureau of EI agreed to proactively update the claim submission process by agreeing to separate claims by the dates of service based on specific months.

The EI Central Billing Office (CBO) will begin automatically separating claims into separate months beginning with the November 1, 2017 weekly provider payment voucher. We are asking that all Payees assist in this process by enacting practices to submit claims separately based on the dates of service in a single month.

Effective with the November 1, 2017 weekly provider voucher, the Payee's Provider Claim Summary (PCS) will reflect the new process of grouping dates of service, by month, into separate claims. All Payees should take note of this change when adjudicating their submissions so they can be properly prepared. Payees should note that their submission may not match the PCS exactly if dates of service from different months were submitted within one claim, but that the total number of dates of service will all be addressed by separating the dates, by month, on the PCS.

To avoid any further confusion or issues with trying to match PCS with payment, best practice would be for each Payee to immediately begin submitting claims based on dates of service and not submit a claim with multiple months in a single claim submission. Example, John Doe received Physical Therapy on 08/25, 08/27, 09/01, and 09/07. The Payee should submit two claims to separate out dates of service in August and September. One claim would have dates of service 08/25 and 08/27 and the second claim would have 09/01 and 09/07. Both claims would be processed under the same weekly submission and would be individually listed on the PCS.

It is always best practice to review PCSs immediately upon receipt for accuracy of submission. If the Payee submits dates of service within one month separate from dates of service in another month, the PCS review would go much quicker and it would be easier to identify any issues with missing dates of service on the PCS. Reviewing each Provider Claim Summary immediately upon receipt to ensure it matches the claims submitted would help avoid potential denial of payment for untimely claim submission.

An example PCS will be posted on the "Provider" tab as soon as possible for further clarification. Questions regarding the new process should be directed to the CBO at 1-800-634-8540.

Thank you.