



# PROVIDER INQUIRER

February 1<sup>st</sup>, 2005

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)

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## Research and Analysis

The Research and Analysis Unit is available to help with complex billing issues. If a problem claim cannot be resolved in your office or by calling the Provider Inquiry Line, a Provider Representative may suggest that the claim be sent to the Research and Analysis department.

The employees of the Research & Analysis Unit are trained to resolve complex billing problems. When sending an inquiry to them, please include a copy of the claim, a copy of the remittance advice, contact information and a cover letter indicating what the issue is and what steps have been taken to resolve it.

Please be aware that if the Research and Analysis department feels that research has been done before submitting the claim, the claim may be returned immediately. Research and Analysis should be used as a final option for all complex issues.

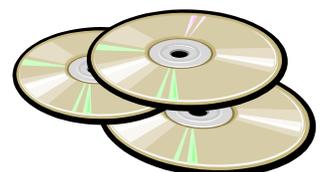
Please allow 4-6 weeks for a response from the Research and Analysis Unit. If you have not received a response after 6 weeks, please submit an email to [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov), with a subject line of Research and Analysis Claim. Please include the date of submission, the Medicaid provider ID number, the beneficiary number and contact name, phone and email information.

Please send all written inquiries to: Research & Analysis, P.O. box 30731, Lansing, Michigan 48909.

## 2005 Medicaid Manual Sent

The January 2005 Michigan Medicaid Provider Manuals on CD should now be out in the mail. Due to costs, only one CD will be sent per location.

If you do not received your CD promptly, you can view the most current information on the MDCH website.





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## Hospital Claim Documentation

Michigan Medicaid encourages electronic billing and currently allows hospital providers to submit claim attachments before the claim is submitted. Once the attachments are mailed, the hospital providers may then submit their claims electronically. These services will only be beneficial for Michigan Medicaid provider types 30, for inpatient services, or 40, for outpatient services.

Michigan Medicaid has established specific instructions on what information is needed for these claim attachments. Providers that are affected by this service should make sure that they follow the rules below precisely to guarantee that correct information is pulled during review of the claims.

1. All documentation must be submitted on normal sized 8 ½ " by 11" paper.
2. The following information, in the order indicated, must appear in the upper right corner on **each** page of submitted documentation.
  - Beneficiary ID number
  - Provider ID number
  - From Date of Service
  - Page number of Documentation (example: Page 3 of 5)
3. All documentation must be submitted "microfilm ready." All documentation must be single sided and in the correct order when it is mailed in. This will allow for complete microfilming of submitted documentation.
4. Documentation may be mailed to:
  - MDCH/Medicaid Payments Division
  - P.O. Box 30732
  - Lansing, MI 48909
5. The remarks area of the electronically submitted claim must indicate that documentation is being submitted separately.



It is recommended that you wait for the documentation to reach MDCH (approximately 5 business days) before you submit your claim electronically. This will ensure that MDCH has the documentation on file and will be able to view the information when researching the electronic claims.



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What's  
New



## January 2005 Fee Screen Updates

The Michigan Medicaid fee screen information is posted at the MDCH website. To view this information you will need to visit, [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> Information for Medicaid Providers >> Provider Specific Information.

The information located at this website is the most current information that Michigan Medicaid has. The information on this current page will show all databases from 2005 – current. To view 2001 – 2003 information, you will need to click on the link at the top of the page.

Most of the January 2005 databases have already been updated and posted at the website. If your specific group has not yet been posted, please look for it to be posted in the near future.

If you have any questions about fee screens or the databases posted, please contact our Provider Support Unit at 1-800-292-2550.

## Medicaid/Medicare Crossover Updates

December 20, 2004 a message was posted at the Provider Updates page about the Medicare/Medicaid Crossover process not working properly.

Currently, Michigan Medicaid is being told by Wisconsin Physician Services (WPS), that the problem should be fixed by February 5<sup>th</sup>, 2005.

At this time, WPS is still not submitting the provider information that Michigan Medicaid requires to properly adjudicate the crossover claims.

MDCH apologizes for the frustration of having to submit the crossover claims directly to Medicaid at this time. Please keep checking the Provider Updates webpage in February for any updated information on crossover claims.

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The State of Michigan offices will be closed:  
Monday, February 21, 2005 – President's Day