# **PointClickCare**<sup>®</sup>

## HHC Support Note:

### Notice of Admission (NOA) Manual Claim Edits Overview

On 01/01/2022 we executed a script that generated an NOA claim for any Medicare Traditional patient crossover period (i.e., patients under your care admitted prior to 2022). In some cases, patients had a reviewed visit before the new NOA was generated by PCC. This means an NOA claim got generated with the original SOC date (i.e., there's an NOA for this patient with a date prior to 01/01/22). These claims do still need to be generated with the artificial admission date. The artificial admission date is the first day of the second billing period to meet the initial NOA claim submission requirement per CMS regulation.

**Tip:** The NOA claim can be submitted once the Claim Date has been met or elapsed. Unlike RAP's, NOA's cannot be submitted in advance.

### Procedure

#### ISSUE 1: Traditional Medicare has NOA with Claim Date prior to 2022.

This occurs when an appointment in the last week of 2021 (12/26/2021-12/31/2021) was completed, in 2021 but not reviewed until 2022.

#### EXAMPLE:

Claim Date for Medicare traditional NOA shows 12/31/2021, which is the last appointment completed in 2021 but not reviewed until 2022.

	Status	Claim State	Payer - Plan	Claim Type	✿ Claim Dates	♣ Billed …	¢ Reimb …	Form Type	♣ Follow	Actions
- 0000000	New	✓ Rules Met	Palmetto GBA -	NOA - NOA	12/31/2021 -	\$0.00	\$0.00	Institutional		Actions 🔺
0000000			Medicare - PDGM		12/31/2021					_

#### To change Claim date and Charge on the NOA claim to the start date of Billing Period 2 in 2022:

1. Navigate to the Clients tab, search for patient, select patient, click Accept.

2. Navigate to the Case Details tab, select the Cert Periods tab, note the start date of Billing Period 2 in

2022.

Certification	n Periods Add	SI	now Inactive	
		Billing Period 1	Billing Period 2	♦ Active
Edit 12/31/2021 - 02/28/2022		12/31/2021 - 01/29/2022	01/30/2022 - 02/28/2022	⊻

3. Navigate to the **Financial Record** tab, select the **Claims** tab, locate the **NOA Claim**, select **Actions** for that claim> select **Charges** from the drop down to edit the Claim.

Client Details Financial Record Medications Vaccinations Advance Care Planning Case Details Schedule Documents
Payers   Authorizations   Claims   Credits   Service Rates
Invoice Information
Edit View PDE

4. Under Invoice Information select Edit, change Start and End Date to the Start Date of Billing Period 2

#### in 2022, click Accept to save.

Client Details Fi	nancial Record Medications	Vaccinations	Advance Care Planning	g Case Details	Schedule Documents			i i i i i i i i i i i i i i i i i i i				
Payers   Authoriz	Payers   Authorizations   Claims   Credits   Service Rates											
Invoice Information           Accept         Cancel         View PDF												
Claim	00000000				Invoice	00000000						
Number					Number		- -					
Start Date	01/30/2022				End Date	01/30/2022						
Form Type	INSTITUTIONAL		~		Claim Type	NOA - NOA	~					
Plan	Palmetto GBA - Medicare - PD	OGM (12/01/2021	-) ~		Payer ICN							
Taxonomy	251E00000X				Type Of Bill	032A						
Code												
Certification	Please Select		~		Status Code	30 - Continue as a patient	~					
Period												

5. Scroll down the claim to charges, select Edit on the 0023/HIPPS Code line, change Date of Service

Start and End to the start date of Billing Period 2 in 2022, click Accept to save.

	Status	Date of Service	♦ Revenue Code	+ HCPCS Cod	de 🗢 Modifier 1	Modifier 2	Units	Rate	Charge	Charge Description	Note
Edit 🦾	Reviewed	12/31/2021 12:00AM - 12/31/2021 12:00AM	0023	1AA11			1.00	0.00	0.00		
		Edit Charge						×			
		General Ca	aregiver Misc								
		Date of Service St	01/30/2022	12:00AM	Date of Service End	01/30/2022	12:00AM	)			
		Revenue Code	0023		HCPCS Code	1AA11					
		Modifier 1			Modifier 2						
		Modifier 3			Modifier 4						
		Units*	1.00		Bill Type*	VISIT	`				
		Rate*	0.00		Billed Amount	0.00					
		Reimburs Rate*	ement 0.00		Reimbursement Amount	0.00					
		Contractu Allowance	al 0		Authorization	Select Authorizati	ion 💉	-			
		Discipline	Please Select	~	Service	Please Select	`	-			
		Note		01/04/2022 10:3	5AM System generated cr	harge					
							Accept	ancel			

6. Navigate back to the **Claims tab** or **Billing Queue** to submit the claim.

#### ISSUE 2: Medicare Advantage has NOA with Claim Date prior to 2022

This occurs because the Medicare Advantage NOA is generated with the original SOC Date versus the artificial admission date of the start of Billing Period 2 in 2022.

#### EXAMPLE:

Claim Date for Medicare Advantage NOA shows 10/24/2021, which is the original Start of Care Date for this Episode.

Claim - Invoice	¢ Status	Claim State	≎ Payer - Plan	¢ Claim Type	<ul> <li>Claim Dates</li> </ul>	\$ Billed A	¢ Reimb …	Form Type	\$ Follow	Actions
- 00000	Rejected	NOA claims ca	Replacement	Medicare NOA - NOA	10/24/2021 - 10/24/2021	\$0.00	\$0.00	Institutional	Charges	Actions 🔨

To change Claim date and Charge on NOA to the start date of Billing Period 2 in 2022:

1. Navigate to the **Clients tab**, search for **patient**, select **patient**, click **Accept**.

2. Navigate to the Case Details tab, select the Cert Periods tab, note the start date of Billing Period 2 in

2022.

Certification	Periods Add			Show Inactive
	- Certification Period	¢ Billing Period 1	Billing Period 2	€ Active
Edit	12/23/2021 - 02/20/2022	12/23/2021 - 01/21/2022	01/22/2022 - 02/20/2022	×
Edit	10/24/2021 - 12/22/2021	10/24/2021 - 11/22/2021	11/23/2021 - 12/22/2021	*

3. Navigate to the Financial Record tab, select the Claims tab, locate the NOA Claim, select Actions for

that claim> select **Charges** from the drop down to edit the Claim.

Client Details Financial Record Medications Vaccinations Advance Care Planning Case Details Schedule Documents	
Payers   Authorizations   Claims   Credits   Service Rates	
Invoice Information           Edit         View PDF	

4. Under Invoice Information select Edit, change Start and End Date to the Start Date of Billing Period 2

#### in 2022, click Accept to save.

Client Details Finance	al Record Medications Vaccinations A	Advance Care Planning Case	Details Schedule	Documents								
Payers   Authorization	Payers   Authorizations   Claims   Credits   Service Rates											
nvoice Information												
Accept Cancel	Accept Cancel View PDF											
Claim Number	00000000			Invoi	oice Number	0000000						
Start Date	10/24/2021			End	d Date	10/24/2021	]					
Form Type	INSTITUTIONAL		~	Clain	im Type	NOA - NOA		~				
Plan	Medicare	Replacement (10/19/2021 - )	~	Paye	ver ICN							
Taxonomy Code	251E00000X			Туре	e Of Bill	032A						
Certification Period	Please Select		~	Statu	tus Code	30 - Continue as a patient		~				

5. Scroll down the claim to **charges**, select **Edit** on the 0023/HIPPS Code line, change Date of Service

Start and End to the start date of Billing Period 2 in 2022, click Accept to save.

♦ Status ▲ Date of	of Service	Revenue Code	HCPC	SCode 💠 N	lodifier 1 🔹	Modifier 2	Units	Rate	Charge	Charge Description	Note
Edit Processing 10/24/	/2021 12:00AM - 10/24/2021 12:00AM	0023	1AA11	1			1.00	0.00	0.00		
	Edit Charge						×				
	General Caregiver	Misc									
	Date of	22/2022		Date of	04/22/2022	12:00AM					
	Service Start	12.00MM		Service End	01/22/2022						
	Revenue 002	23		HCPCS Code	1AA11						
	Code										
	Modifier 1			Modifier 2							
	Modifier 3			Modifier 4	4						
	Units* 1.0	0		Bill Type*	VISIT	~					
	Rate* 0.00	0		Billed	0.00						
				Amount							
	Reimbursement 0.00	0		Reimbursement	0.00						
	Contractual			Amount							
	Allowance*			Autorization	Select Authorizat	ion 🗸					
	Discipline	ease Select	~	Service	Please Select	~					
	Note	01/03/2	2022 03:55PM	System generated ch	arge						
						Accept	incel				

6. Navigate back to the **Claims tab** or **Billing Queue** to submit the claim.

ISSUE 3: NOA Requirement Configuration for Medicare Advantage Payer-Plans was not completed prior to 01/01/2022.

The billing configuration for Medicare traditional payers is automatically set to NOA Required. If a payer-plan follows NOA requirements, you must update it to turn on the configuration for Medicare Advantage.

Once you have completed selecting the NOA Configuration option for any of your Medicare Advantage Payer-Plans that require NOA's, please notify <u>homhealthsupport@pointclickcare.com</u> to have the script ran in your database to generate NOA claims for crossover periods on Medicare Advantage Payer-Plans that follow the **artificial admission date** for the initial claim. The script will not auto-retro claims already created, it will apply to new claims from the date of the script. All existing claims would follow the manual edit procedure noted above.

For more information on our Notice of Admission system updates navigate to the resource hub in the software.

