



# New York Department of Health Bureau of Early Intervention State Fiscal Agent

## *Timely Claim Submission Requirements*



# Objectives

Review timely claim submission requirements, including:

- The State Regulation
- Billing Timeframes
- Define Extraordinary Circumstances
- Review the billing process related to timely submission and extraordinary circumstances
- Review added features in EIBilling reports
- Discuss recommended practices
- Review Tips and FAQs





# Amended Regulation, Section 69-4.22(a)(4)

Effective February 10, 2019

“(4) Providers shall submit all claims for payment of evaluations and services within 90 days of the date of service, unless submission is delayed due to extraordinary circumstances documented by the provider and the department’s fiscal agent has been notified of the extraordinary circumstance and has provided written acknowledgement

(i) All claims submitted after 90 days shall be submitted within 30 days from the time the provider was relieved from the extraordinary circumstance that previously delayed a timely submission.

(ii) Claims that are not submitted within timeframes set forth shall not be reimbursed by the department’s fiscal agent from the escrow funded by municipal government payers.”



# What does this mean?

In order to receive reimbursement from Escrow:

- Claims must be submitted within 90 days of the date of service (DOS)
- If submitted greater than 90 days after DOS, an Extraordinary Circumstance (EC) must be entered for the claim(s)
- If an Extraordinary Circumstance is entered for the claim(s), the claim must be submitted within 30 days of the Circumstance being relieved



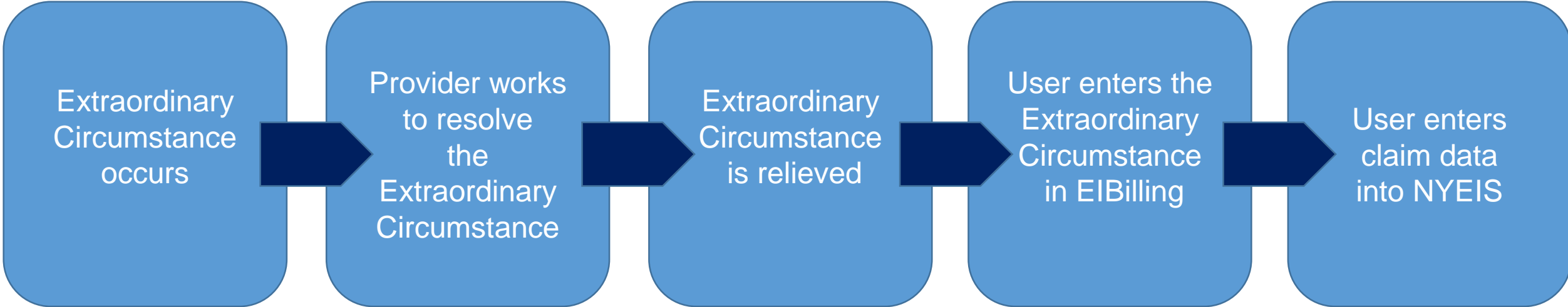


# What Constitutes an Extraordinary Circumstance?

- Litigation
- Natural Disaster
- Death of Essential Personnel
- Hospitalization of Essential Personnel
- Audit Findings
- State Administrative Delay



# Process Flow for Claims Greater than 90 days







# Adding Extraordinary Circumstances

**Early Intervention Fiscal Portal**

What would you like to do?

Home Case Mgmt Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help ▶ My Account

## Extraordinary Circumstances Entry

Recording this Extraordinary Circumstance requires providers to maintain documents to support this entry.

Select Circumstance  Description

Confirm Circumstance

Date of Event  Confirm Date of Event

Date of Relief  Confirm Date of Relief

Once you submit the request, you will not be able to print the form again. Please confirm the form printed before clicking Submit

Yes, the form printed and the information is correct.

© 2018 - Public Consulting Group





# Extraordinary Circumstances Criteria

**Early Intervention Fiscal Portal**

What would you like to do?

[Home](#) [Case Mgmt Billing](#) [Claiming](#) [Maintenance](#) [Reports](#) [Help](#) [My Account](#)

## Extraordinary Circumstances Entry

Recording this Extraordinary Circumstances requires providers to maintain documents to support this entry.

Select Circumstance	<input type="text"/>	Description	<input type="text"/>
Confirm Circumstance	<input type="text"/>		
Date of Event	<input type="text"/>	Confirm Date of Event	<input type="text"/>
Date of Relief	<input type="text"/>	Confirm Date of Relief	<input type="text"/>

Once you submit the request, you will not be able to print the form.  
Please confirm the form printed before clicking Submit

Yes, the form printed and the information is correct.

© 2018 - Public Consulting Group

Select AND Confirm the Circumstance

Select AND Confirm the Date of Event

Select AND Confirm the Date of Relief





# Generate Form



What would you like to do?

Home Case Mgmt Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help ▶ My Account

### Extraordinary Circumstances Entry

Recording this Extraordinary Circumstances requires providers to maintain documents to support this entry.

Select Circumstance  Description

Confirm Circumstance

Date of Event  Confirm Date of Event

Date of Relief  Confirm Date of Relief

Once you submit the request, you will not be able to print the form again.  
Please confirm the form printed before clicking Submit

Yes, the form printed and the information is correct.

Form\_05092018-0....pdf ^

© 2018 - Public Consulting Group

Open,  
Rename, and  
Save PDF



# Submit the Extraordinary Circumstance



**Early Intervention Fiscal Portal**

What would you like to do?

[Home](#) [Case Mgmt Billing](#) [Claiming](#) [Maintenance](#) [Reports](#) [Help](#) [My Account](#)

### Extraordinary Circumstances Entry

Recording this Extraordinary Circumstances requires providers to maintain documents to support this entry.

Select Circumstance:  Description:

Confirm Circumstance:

Date of Event:  Confirm Date of Event:

Date of Relief:  Confirm Date of Relief:

Once you submit the request, you will not be able to print the form again.  
Please confirm the form printed before clicking Submit

Yes, the form printed and the information is correct.





# Acknowledgement of Entry

**Early Intervention Fiscal Portal**

What would you like to do?

[Home](#) [Case Mgmt Billing](#) [Claiming](#) [Maintenance](#) [Reports](#) [Help](#) [My Account](#)

**Acknowledge Extraordinary Circumstances**

**Entry of your Extraordinary Circumstances is acknowledged.**

Providers are required to maintain records to demonstrate the Extraordinary Circumstances meets the NYS EIP Regulation.

I acknowledge that I have read the above statement and will maintain the records regarding this Extraordinary Circumstances.

Claims will not be eligible for escrow payment unless acknowledgement box is checked.

[Print Acknowledgement](#)

Acknowledgement....pdf

© 2018 - Public Consulting Group

Open,  
Rename, and  
Save PDF





# Acknowledgement of Entry

**Early Intervention Fiscal Portal**

What would you like to do? Search by keyword

Home Case Mgmt Billing Claiming Maintenance Reports Help My Account

**Acknowledge Extraordinary Circumstances**

**Entry of your Extraordinary Circumstances is acknowledged.**

Providers are required to maintain records to demonstrate the Extraordinary Circumstances meets the NYS EIP Regulation.

I acknowledge that I have read the above statement and will maintain the records regarding this Extraordinary Circumstances.

Claims will not be eligible for escrow payment unless acknowledgement box is checked.

[Print Acknowledgement](#)

Acknowledgement...pdf

© 2018 - Public Consulting Group

**Early Intervention Extraordinary Circumstance Entry Acknowledgement**

Date Printed: 2/4/2019  
 Provider: Training Agency  
 Billing NPI: 1234567  
 State ID: 0000  
 Circumstance: Litigation - Training  
 Date of Event: 9/30/2018  
 Date of Relief: 2/4/2019  
 Date Entered: 2/4/2019  
 Entered by: Training

You have entered the above extraordinary circumstance and acknowledged this entry by agreeing to the following information in EIBilling.

**Entry of your Extraordinary Circumstance is acknowledged.**

Providers are required to maintain records to demonstrate the Extraordinary Circumstance meets the NYS EIP regulation.

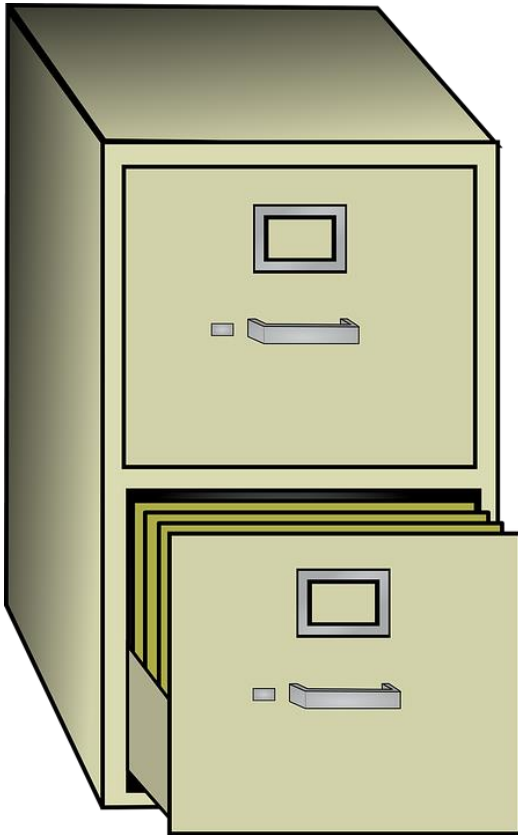
I acknowledge that I have read the above statement and will maintain the records regarding this Extraordinary Circumstance.

Claims will not be eligible for escrow payment unless the acknowledgement box is checked.

Open,  
Rename, and  
Save PDF



# Maintaining Records of Extraordinary Circumstances



- Entry of an Extraordinary Circumstance does not relieve Billing Providers of maintaining documentation to support the claim
- Billing Providers are responsible for maintaining supporting documentation for the Extraordinary Circumstance
- Any Extraordinary Circumstance entered into EIBilling is automatically accepted
- Claims are subject to audit



# Extraordinary Circumstance Report

The screenshot shows the 'Early Intervention Fiscal Portal' interface. At the top left is the 'early intervention shaping futures' logo. The main title is 'Early Intervention Fiscal Portal'. On the top right is the 'PUBLIC CONSULTING GROUP' logo and a 'LOGOUT' button. Below the title is a search bar with the text 'What would you like to do?' and a search icon. A navigation menu includes 'Home', 'Case Mgmt Billing', 'Claiming', 'Maintenance', 'Reports', 'Help', and 'My Account'. A dropdown menu is open over the 'Reports' link, listing various report types: 'Adjudicated Claims Reports', 'Claiming', 'Claims Aging Reports', 'Code 35 Reports', 'CPT Codes', 'Detail Reports', 'File Uploads', 'Financial', 'ICD9 to ICD10 GEMs', 'Insurance', 'Invalid Licensed Professional Data', and 'Invalid NPI Numbers'. At the bottom of the dropdown are 'Timely Filing' and 'Extraordinary Circumstances' buttons. The main content area features a yellow banner with the text '9/25/2018 : Welcome to EI Billing' and a section titled 'Claiming and Billing Issues Alerts' containing several notices, including a 'Medicaid Annual Recertification Reminder' and 'EI Billing Training' information. Below this is a 'Claiming Problems' section with several error messages, such as 'CSC did not receive ETIN form - Holding Up All Medicaid Claims' and 'CSC did not receive Remittance form - Holding Up All Medicaid Claims'. At the bottom left of the page is the 'PUBLIC CONSULTING GROUP' logo.







# Extraordinary Circumstance Report

**Early Intervention Fiscal Portal**

What would you like to do?

[Home](#) [Case Mgmt Billing](#) [Claiming](#) [Maintenance](#) [Reports](#) [Help](#) [My Account](#)

**Extraordinary Circumstances**

From Date  To Date

Extraordinary Circumstance

Provider	NPI	Tax ID	Circumstance	Event Date	Relief Date	Date Entered	User	
			Hospitalization	9/1/2018	9/11/2018	9/18/2018 2:20:47 PM		<a href="#">Print Agreement</a>
			Natural Disaster	9/1/2018	9/18/2018	9/18/2018 11:17:17 AM		<a href="#">Print Agreement</a>

© 2018 - Public Consulting Group

The report opens to all events. The report may be further filtered by dates and type of extraordinary circumstance



# Timely Submission

## PAST

Dates of service prior to 02/10/2019

- Claim is denied by Payer for Timely Filing Error
- Claim moves to next payer, if applicable
- Unpaid claim balance is reimbursed with Municipality funds through the Escrow Account

## PRESENT

Dates of service on and after 2/10/2019

### WITHOUT EC ENTRY

- Claim is entered in NYEIS 90 days after DOS
- Extraordinary Circumstance is not applicable
- Claim is billed to payer(s), as usual
- Claim balance is adjusted to \$0

**-OR-**

### WITH EC ENTRY

- Claim is entered in NYEIS 90 days after DOS
- Extraordinary Circumstance is entered
- Claim is billed to payer(s), as usual
- Claim is ultimately moved to Escrow, if applicable

## Claims Submitted After 90 Days From the Date of Service

### Without Extraordinary Circumstance Entered in EIBilling

#### Submitted to:

- Commercial Insurance
- Medicaid
- BUT NOT ESCROW



# Claims Submitted After 90 Days From the Date of Service

## With Extraordinary Circumstances Entered in EIBilling

### Submitted to:

- Commercial Insurance
- Medicaid
- Escrow



# Claims Submitted With Extraordinary Circumstance After 30 Days of EC Relief

## Submitted to:

- Commercial Insurance
- Medicaid
- BUT NOT ESCROW



# Claims Submitted With Extraordinary Circumstance Within 30 days of EC relief

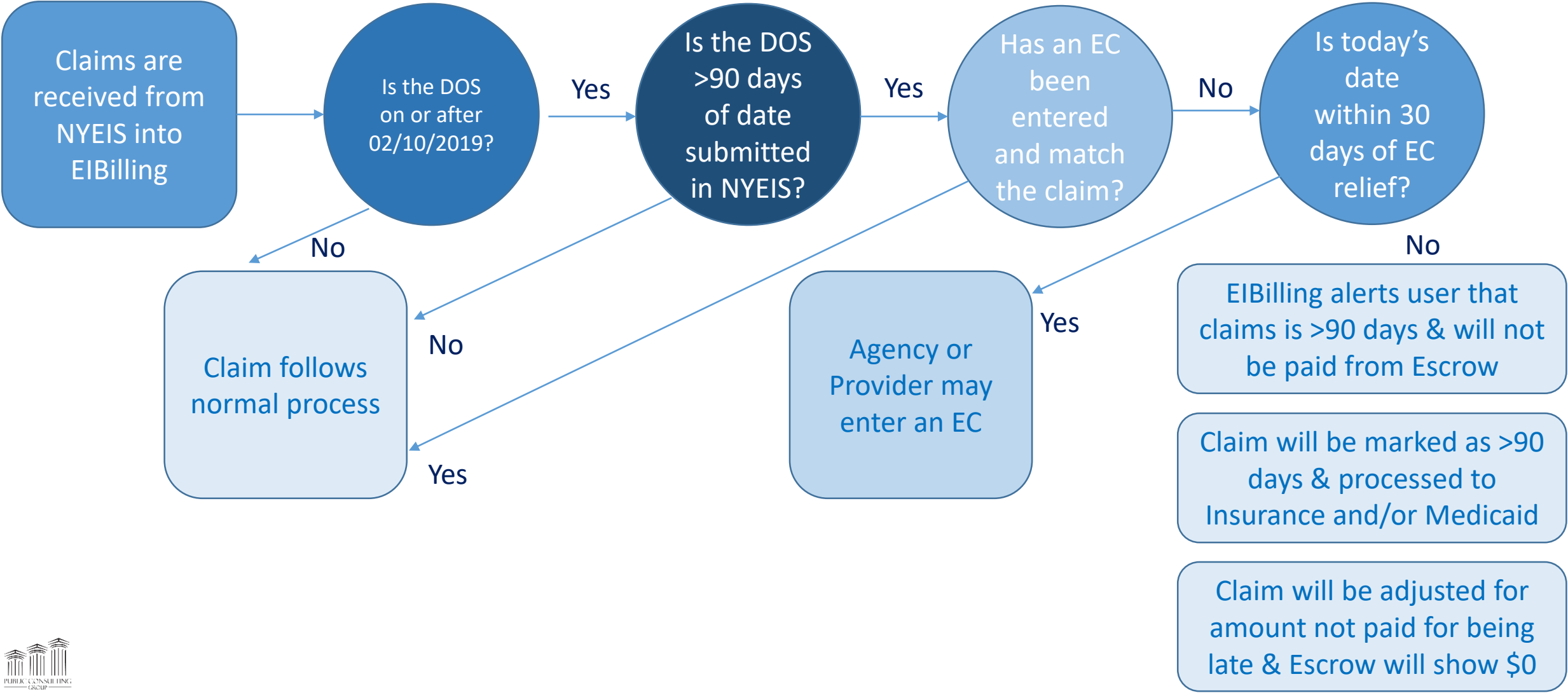
## Submitted to:

- Commercial Insurance
- Medicaid
- Escrow





# Processing Claims in EIBilling After Regulation Implementation



# New Timely Submission Section on Dashboard



## 90-Day Claim Submission

 Claims have been received which are greater than 90 days old and no Extraordinary Circumstance is on record. [ [View Status](#) ]



## In-Process Claims Status



# Claim Status Report



What would you like to do?

**Early Intervention Fiscal Portal**

LOGOUT

Home Case Mgmt Billing Claiming Maintenance Reports Help My Account

### Claim Status

County  Status  **Timely Filing Status** > 90 days without Extraordinary Circumstance  Search

Excel CSV PDF

Provider	Invoice Number	Patient Account Number	Amount	Insurance Billing Date	Insurance Denial Code	Insurance Denial Source	Medicaid Billing Date	Medicaid Denial Code	Medicaid Denial Source	Insurance Paid	Medicaid Paid	Escrow Paid	Escrow Pending	Submitted in NYEIS	Exception Entered
			\$216.00									\$0.00		7/13/2018	No
			\$72.00									\$0.00		7/13/2018	No
			\$18.00									\$0.00		7/13/2018	No
			\$54.00									\$0.00		7/13/2018	No





# New Columns in Reports


The new column will reflect the amount not paid by Escrow.

It can be found in several reports, including:


- The Claims Research Report
- The Detail Claims Report
- The Detail Transaction Report



# Claims Research Report



## Early Intervention Fiscal Portal



What would you like to do?

Home   Case Mgmt Billing   ▶   Claiming   ▶   Maintenance   ▶   Reports   ▶   Help   ▶   My Account

### Claim Research


Payer:  County:  Status:

Child Last Name:  Child First Name:  NYEIS Reference #:  CIN:  Authorization:

Service Date From:  To:  Added Date From:  To:   Claims greater than 90 days

Number	Amount	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source	Last Medicaid Billing Date	Medicaid Denial Code	Medicaid Denial Source	Insurance Paid	Medicaid Paid	Escrow Paid	Late Claim Adjustment	Escrow Pending	Outstanding Amount	
55*1/1	\$75.00				01/09/2018			\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	<a href="#">Billing History</a>
	\$162.00							\$0.00	\$0.00	\$162.00	\$0.00	\$0.00	\$0.00	<a href="#">Billing History</a>
34*1/5/2018	\$105.00				01/30/2018	CO-97 RC:M86	835	\$0.00	\$0.00	\$105.00	\$0.00	\$0.00	\$0.00	<a href="#">Billing History</a>
34*1/11/2018	\$105.00				01/30/2018	CO-97 RC:M86	835	\$0.00	\$0.00	\$105.00	\$0.00	\$0.00	\$0.00	<a href="#">Billing History</a>

Late Claim Adjustment column







# Detail Claims Report



## Early Intervention Fiscal Portal

What would you like to do?

Home Case Mgmt Billing Claiming Maintenance Reports Help

### Detail Claims Report

Late Claim Adjustment column

Procedure Code	Units	Primary Payer	Amount Billed	Amount Paid - Commercial Third Party	Amount Paid - Medicaid	Late Claim Adjustment	Amount Paid - Escrow	Amount Paid - Total	Adjustments on Paid Claims	Adjustment Reason Code	Adjustment
H2014	2	ESCROW	\$75.00	\$0.00	\$0.00		\$75.00	\$75.00	0		
92507	1	ESCROW	\$75.00	\$0.00	\$0.00		\$75.00	\$75.00	0		
92507	1	MEDICAID	\$75.00	\$0.00	\$75.00		\$0.00	\$75.00	0		
92507	1	MEDICAID	\$75.00	\$0.00	\$75.00		\$0.00	\$75.00	0		
H2014	2	MEDICAID	\$75.00	\$0.00	\$0.00		\$75.00	\$75.00	0	200	Expenses
H2014	2	MEDICAID	\$75.00	\$0.00	\$0.00		\$75.00	\$75.00	0	200	Expenses







# Detail Transaction Report



## Early Intervention Fiscal Portal

What would you like to do?

Home Case Mgmt Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help



Late Claim Adjustment column

### Detail Transaction Report

SFA Claim Number	Authorization Number	Diagnosis Code	Procedure Code	Units	Amount Billed	Contractual Adjustment	Late Claim Adjustment	Deductible	Copay / Coinsurance	Other Adjustment	Am
49111219	5978781	Q90.9	H2014	2	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	
49111224	5978781	Q90.9	H2014	2	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	
49111226	5978781	Q90.9	H2014	2	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	
49111240	5978781	Q90.9	H2014	2	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	
49111244	5978781	Q90.9	H2014	2	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	
48286338	6219552	M62.81	97110	1	\$75.00	\$0.00		\$0.00	\$0.00	\$0.00	



# Recommended Billing Timeframe

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
		Service(s) provided to child	WEEK 1 Rectangular Enip	Provider inputs data into NYEIS		
DAY 6	DAY 7	DAY 8	DAY 9	DAY 10	DAY 11	DAY 12
	NYEIS data is sent to SFA 	Claim Sent to payer for processing	WEEK 2 Claim Processing			
DAY 13	DAY 14	DAY 15	DAY 16	DAY 17	DAY 18	DAY 19
			WEEK 3 Claim Processing			
DAY 20	DAY 21	DAY 22	DAY 23	DAY 24	DAY 25	DAY 26
			WEEK 4	<u>CLAIM ADJUDICATION</u> 		
DAY 27	DAY 28	DAY 29	Day 30			
	SFA receives 835 remittance data		WEEK 5			

# Recommended Practices

## BEST PRACTICE

Submit claims in NYEIS and ensure they receive a status of System Approved no later than the first Friday after the date(s) of service

## MODERATE PRACTICE

Submit claims in NYEIS and ensure they receive a status of System Approved no later than the first Saturday at 12pm after the date(s) of service

## NOT A BEST PRACTICE

Submit claims in NYEIS on a **MONTHLY BASIS** and receive a status of System Approved later than the first Saturday at 12pm after the date(s) of service



# TIPS

- **Submit claims regularly** to increase the frequency of payment, reduce time needed to address errors, and helps avoid the possibility of losing escrow payments on late claims
- **Submit claims within 30 days of the Extraordinary Circumstance date of relief** or it will be considered late and will not be paid from escrow
- **Be sure to maintain records** supporting the extraordinary circumstance entered. If an audit is conducted and documentation is not available or does not support the extraordinary circumstance escrow payment will be recouped



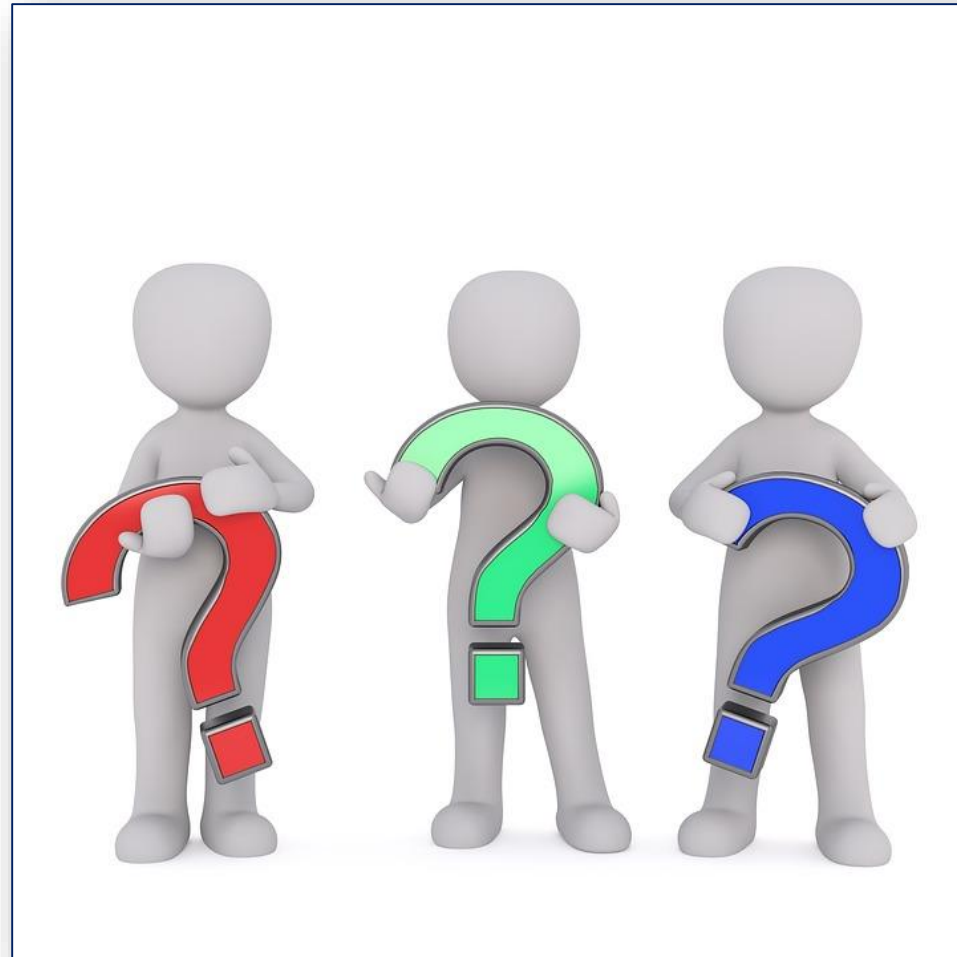
# RECAP

- The amended regulation is as of **February 10<sup>th</sup> 2019**.
- The **date of service** is when the 90-day claim submission countdown starts to get the claim in NYEIS (system approved) without an extraordinary circumstance.
- Claims submitted past 90 days of the date of service without an Extraordinary Circumstance **WILL** be sent to the child's insurance and/or Medicaid plan on file but **WILL NOT** be sent to escrow.
- Claims with an Extraordinary Circumstance must be submitted in NYEIS **within 30 days** of the date of relief.

# FAQ

- 1. Do I HAVE to enter an Extraordinary Circumstance if my claim is greater than 90 days?**
- 2. What happens if audit results show I do not have or have lost the supporting documentation for an Extraordinary Circumstance?**
- 3. What if my Extraordinary Circumstance does not fall into one of the listed categories?**

# Any Questions?







# Training Information



For more topics, see the Knowledge Base: <https://support.eibilling.com>

**Schemicah Alexander**  
*Instructional Trainer*

**Matthew O'Brien**  
*Instructional Trainer*

**For additional free personalized training, please contact the Training Team at:**

**NY Early Intervention Training Email**

[nyeitraining@pcgus.com](mailto:nyeitraining@pcgus.com)

**Customer Service Center**

**Monday-Friday, 7a-7p**

**1-866-315-3747**





**Public Consulting Group, Inc.**  
148 State Street, Tenth Floor, Boston, Massachusetts 02109  
(617) 426-2026, [www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)

