



THE ANSWER KEY

A COMPENDIUM OF SOLUTIONS TO PROBLEMS ENCOUNTERED BY PROVIDERS IN SUBMITTING MEDICAID CLAIMS

Information in this document covers:

1. Access
2. Third-Party Liability
3. Diagnosis Codes (including suspended hospice claims)

Access

Following are solutions for common access problems:

PASSWORD RESETS.

If a provider needs to have a PASSWORD reset, which will address topics such as 'invalid credentials' and 'my administrator left so I need to set up a new one', the provider should call 1-800-686-1516 and select Option 1 for 'PASSWORD RESET'. The call volume for this queue has decreased considerably, so the wait should only be a couple of minutes.

AGENT OR PROVIDER NOT FOUND.

If, after registering, a provider cannot see or find registered agents, or the exact opposite occurs in which the agents cannot see or find their provider on the drop down list, then the provider should call 1-800-686-1516 and select Option 3. When connected the provider will be speaking to an OHP operator who will transfer the call to a specific group of specialists assigned to handle these types of calls. If all specialists are busy, the provider will be asked to leave a voice mail and a specialist will call or email as requested by the provider.

PORTAL PIN RESETS.

If a provider needs to have a MITS portal PIN reset, the provider needs to call 1-800-686-1516 and select Option 3. Once connected to an OHP operator, the provider should tell the operator that a PIN reset is needed. The OHP operator creates a written problem summary, or ticket, that is forwarded to HP. A member of the HP security team will then contact the provider to assist in resetting the PIN.

Third-Party Liability

Below is a link to a MITS web page that explains the importance of billing Coordination of Benefits claims in MITS. This information may help providers to bill properly in this area where they have experienced claim denials and have billing questions.

Coordination of Benefits

http://jfs.ohio.gov/mits/Supplemental_Policy_Release-Coordination_of_Benefits.pdf

Diagnosis Codes

Providing the correct code sets is a common billing problem. Please see the website below or **[CLICK HERE](#)** for the proper codes.

CMS's website:

http://www.cms.gov/ICD9ProviderDiagnosticCodes/06_codes.asp

More information on code sets can be found at

<http://jfs.ohio.gov/mits/Code%20Sets%2003.11.pdf>

Suspended Hospice Claims

Attached please find three documents that address suspended hospice claims.

- i. **MITS Hospice Suspended Claims Issue**
- ii. **Questions and Answers about Hospice Suspended Claims in MITS**
- iii. **Power Point presentation made to county departments of job and family services on August 3, 2011, titled Nursing home Spans & MITS.**

Other billing clarifications can be found at

http://jfs.ohio.gov/mits/information_releases.stm