

Developmental Pathways

Provider Billing Procedures and Requirements

SLS/CES

This document provides all SLS/CES service providers instructions on Developmental Pathways, Inc. billing procedures. This information will be updated on an annual basis, or as needed.

MSR Process

All vendors (providers) will receive a pre-populated Monthly Service Report (MSR) every month listing all individuals the provider is currently serving. If the provider is working with clients in CES, SLS or State, the provider will receive one MSR. It will contain a tab for each waiver. The MSR is in a Microsoft Excel (2007 compatible) spreadsheet format, with separate tabs for Medicaid Waiver funded and State funded clients, if applicable. It will be pre-filled with the vendor name, client name(s), service codes, rates and maximum units allowable for that month specific to each client served. Instructions on how to complete the MSR are located on the first tab of the MSR. The MSR will be sent to the provider (by email) by the last day in the service month for which the provider will be billing. Please do not change the name of this MSR file nor its format (i.e., leave it in Excel).

MSR Submission Deadline

All MSRs are required to be emailed to Developmental Pathways, Inc. by the 3rd business day of the month following the service month. Any MSR that is submitted past the deadline will be processed the following month. Please email your MSR to the assigned email address: MSR@developmentalpathways.org.

Pathways will no longer accept invoices in any format other than the MSR format. The only exceptions are invoices for generic services including: dental, vision, specialized medical equipment & supplies, home modification, etc. Each vendor may submit only one MSR per month for each provided service. We will no longer accept partial month invoices. All providers must review the MSR instructions before contacting Developmental Pathways, Inc concerning MSR issues. If any problems do occur with opening the MSRs, please contact the SLS/CES Services MSR line at 303.858.2203

Providers who do not have Excel and do not have plans to purchase the software, please follow the steps below:

- Call 303.828.2203 and let us know your provider name and that you do not have Excel (since we otherwise will not know that you need a printed version).
- Pick up the pre-filled printed version of the MSR (PDF version) from our reception desk at the Inverness office. You should call 303.360.6600 first to make sure it is ready.

Processing Fees

Effective August 2010 Developmental Pathways, Inc. charges a processing fee for all billing. These percentages will be based on the total dollar amount of the invoice:

- 4% for invoices submitted electronically through the MSR process.
- 5% for invoices submitted on the MSR, but not electronically, or in any other format.
- Dental and vision invoices are exempt from assessed processing fees

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Amended MSRs

- If you have corrections and/or new billings for prior months, then please call the MSR hotline at 303-858-2203 or e-mail us at msr@developmentalpathways.org to request an Amended MSR.
 - The E-mail or phone message must contain the following information:
 - Provider Code
 - Provider Name
 - Month-Year requiring the Amended MSR
 - Program (SLS Medicaid, SLS STATE, or CES)
 - You can indicate the client/service being amended, but we do not need to have this in the initial request.
 - Pathways will send out the Amended MSR for that month along with instructions on how to complete it.
 - **In addition to the normal 4% processing fee, there will be an additional fee of \$20 per line item. This refers to \$20 multiplied by the number of client-service rows on the Amended MSR.**

Provider Payments

If your MSR was received by the assigned deadline, Developmental Pathways, Inc. will process it for payment by the 4th Thursday of the month, issue a check and attach the MSR remittance advice at that time. Please allow 6 days to receive your check by mail before calling us. If your MSR was received past the assigned deadline, the MSR will be processed the following month, along with your payment. When Medicaid has denied a claim for lack of units, no PAR, or any other incorrect billing that is the fault of the provider, Developmental Pathways, Inc. will adjust the provider's next monthly payment with the amount we did not receive from Medicaid. A notice will be included with the MSR remittance advice to indicate why the adjustment was made.

Late Filing

Please note Developmental Pathways, Inc. has implemented a 30 day timely filing deadline for providers billing through our CCB. We ask that all MSRs and invoices are submitted to Developmental Pathways, Inc. within 30 days of the date of service. As a courtesy to our providers, Developmental Pathways, Inc. will do our best to process all dates of services that are provided on the MSRs (or invoices, as appropriate) – including those outside our timelines. However, payments may not be issued for any services that have exceeded Medicaid timely filing guidelines due to tardy submittal by the provider. Medicaid timely filing requirement is 120 days from the date of service, and 60 days from the date of a third party payment or denial.

Direct billing to Medicaid

If you choose to bill Medicaid directly, please provide us with a 30 day notice in writing. Please note that you must first become a Program Approved Service Agency (PASA) with the Division for Developmental Disabilities. Please contact Candie Dalton at (303) 866-7904 or e-mail her directly at Candie.Dalton@state.co.us. She will be able to

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provide specific information about this option. Once you are an approved PASA, you will need to fill out the necessary paperwork to get a Medicaid provider number and to bill directly. You can access this information at the Department of Health Care Policy and Financing (HCPF) website:

- Provider Services webpage: <http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485906>
- Provider Enrollment: <http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1201542696393>