

Developmental Pathways

Provider Billing Procedures and Requirements

Comprehensive (DD) Services

This document provides all Comprehensive (DD) 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 on more than one waiver, the provider will receive multiple MSRs. The MSR is in a Microsoft Excel (2007 compatible) spreadsheet format. 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 late in the 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: MSRComp@developmentalpathways.org.

Pathways will no longer accept invoices in any format other than the MSR format. The only exceptions are invoices for dental and vision services. 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 DD/Comprehensive Services MSR line at 303.858.2017.

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

- Call 303.858.2017 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 from our reception desk at the Inverness office. Providers 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 submitted electronically.
- 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 compmsr@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 the 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 the check by mail before calling us. If the MSR was received past the assigned deadline, the MSR will be processed the following month, along with 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.

Provider Reconciliation Process

Program Approved Service Agencies (PASAs) will receive a reconciliation quarterly (for the preceding 3 months) that represents billed amounts as provided on the MSR as well as payments received from Medicaid. Variances between billed and paid will have an explanation as well as Developmental Pathway's interpretation of amounts owed to/from the PASA. The PASA will have the opportunity to review the reconciliation and agree/disagree with the findings and appropriate payment or deduction from payment will be made at that time.

Dental and Vision invoices

All dental and vision invoices must be approved by the clients assigned residential service agency and sent directly to waiverbilling@developmentalpathways.org. Any dental or vision invoice that is sent to Developmental Pathways, Inc by the dental or vision provider, will be forwarded to the client's assigned residential service agency for approval before Developmental Pathways, Inc. will process the invoice. Any invoice that is sent to Developmental Pathways, Inc. and has exceeded Medicaid's timely filing guidelines will not be processed by Developmental

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Pathways, Inc. The invoice will be returned to the service agency and the agency will be responsible for paying the provider for the services.

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 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>