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Allison - HOME

works from reports, both electronic and paper – MAPD (Medicare Advantage Plan D) also GI’s (2nd and 3rd request)

Gather inter-office envelope from Bluecard in-tray

Stack of paper on her desk from mailroom – MAPD’s

Medicare Advantage (figure out what PD is)

Check with Matt to see if there is any other envelopes

PDF file is used to create excel file has records of what is in the stack from the mailroom (find the source)

1 tab for everyday, kept for 1 year

Records everything given on excel spreadsheet

Use spread sheet as a reference to sort documents and deliver them to

HOME Examiners

MCR unit

Kapolei

Michael or Lude get the returns (ask either about this)

GI’s for MAPD’s are created for whatever wasn’t passed out to appropriate departments/people that need them.

If a GI wasn’t required the remaining files are sent to one of the above but was in the class that required review.

Follow-up needs for GI’s are searched by SCCF and then follow-up is done if required. (checking for responses)

Basics of BlueSquared

Excel basics

Be familiar with an SF Worksheet – (get a copy from Pam)

Understanding of Hierarchy – precedence, sort through the quick ones, (get copy of list)

Get copy of swimlines chart

SF, DF, RF, GI, InfoMessage, Adjustments lesson

Relationship between HMSA and BCBSA

Graphical representation of the applications

Magical BlueFolder

HOME ancillary claims

Place of service is 81 or 12 (refer to document for more details)

All of control

Literally stamped with blue stamp that says “Local Claims”

Distrubution of claims (interoffice mail):

PB are R and H subscriber id go to mailroom to be batched

Sub R and H with an EOB goes to adjustments

Fed87 “FHPF” subscriber ID goes to adjustments as well

AA claims to go Akamai Advantage

Q claims go to quest

People would be open to a better way to replace the spreadsheet tracking

Broken Access database

Tried infopath

Get a copy of BlueCard assignments sheet

Refunds – how can refunds be combined across departments?

Think in terms of what Carol is doing, vs. Refunds in FEP (desi)

Lesson Ideas from Staff

Blue Squared in general

Difference between home and host

Differences between how we deal with par and non-par providers (check claims manual)

Unit expectations vs. how things actually get done

Mocking claims – talk to Vince (in customer service)

Cross-training for overflow, dealing with certain aspects so the day can move on.

Clearing out old inventory

Wendy – HOST MAPD and Home SF scanning, privacy RTM’s

Report Distribution

Spreadsheet with codes that say which error reports go to whom (physical copy)

HOST MAPD

how to guide (electronic copy) 4-6 hour process

Blocks out information not required

Must be out before the 1pm cutoff

CMS/UB processing

Matt distributes claims

Sort claims by type

Check for errors that require a form 97 – “goes into drawer”

Logged claims (claims with no errors) are sent for batching

NPPES – national provider database lookup NPI

Julian calendar report (get link to actual document)

Error reports, daily email (get a copy)

CIRF’s (N:\BC Control\Batch to Host.xlxs)

Batch to Host

Report to Provider

B2’s

SF Processing

Examiners put claims paperwork in drawer.

Restricted, MAPD, Unrestricted then those get sorted into 4 subcategories each

Removal of pages/papers that do not need to be scanned (for shredding)

Remaining pages get batched by category

Single simplex (one-page, one-sided)

Single duplex (one-page, double-sided)

Multi-simplex (multi-page, one-sided)

Multi-duplex (multi-page, double-sided)

Copies of coversheets (get)

Call Mailroom, confirm a scanner is available, upon confirmation collect documents for the week and scan. Generally on Friday’s between 10 and 12 (generally scanner 3) (ask cecile) email deletion codes to Pam and she will remove them from webtop. Grey box that gets send to Jenny in Kapolei (in the mailroom)

(go look in the drawer and find the ones filled with envelopes)

Completion application

Drag and Drop (get copy of procedure)

Weekly Form 97 error T sheet batching no more than 20 T sheets and no more than 30 claims.

Privacy RTM’s – as nee – (also ask Allison about hers that are non private)

Two address piles

Name no address listed

One with the address listed

Alphabetize each list separately

In assist look up all that RTM’s that have addresses

If the name currently listed is NOT in the box, it is ok to send. If it is listed return to Pam (in order) so she can look up the address in the private database. Also the ones with no address.

Once pam gives them back with the usable addresses (handwritten) they get mocked up. Log into report\_prod in documentum,

Step2 spreadsheet for Privacy RTM’s for tracking, Pam will verify addresses on printed RTM’s.