

CHIP MCOs: Updated Guidance: CHIP Office Visit Co-Payments, Updated Reimbursement Process

Background:

HHSC previously notified MCOs that in response to COVID-19, office visit co-payments are waived for all CHIP members for services provided from March 13, 2020 through June 30, 2020.

This notice is an update to the MCO Notice titled *CHIP Office Visit Co-Payments, Updated Reimbursement Process* published on May 18, 2020. This is an update to the documentation required from providers to show proof the provider did not collect the co-payment from the member. In lieu of an attestation form, the MCO may require providers to include the uncollected co-payment amount in the claims submitted to the MCO. Previously, MCOs were required to collect attestation forms from all impacted providers. MCOs are still required to submit an encounter with co-pay detail to receive reimbursement from HHSC.

This notice also reflects an update to Place of Service detail now required in the encounter data submission process.

Key Details:

Provider Reimbursement Process

For the uncollected co-payments referenced above, the MCO must collect, maintain, and provide to HHSC upon request and at no cost to HHSC, provider attestations or automated claims processing documentation that records the encounter data and co-payment amount of each claim transaction for services provided in which co-payments were not collected.

The MCO must reimburse the provider for the above referenced uncollected co-payments within 30 days from the date the MCO receives an invoice from a provider or documentation on a claim from a provider.

MCO Reimbursement Process

MCOs will continue using the encounters data submission process to receive reimbursement from HHSC. HHSC will reimburse the MCO on a monthly basis, within 30 days of the MCO's submission of encounter data, including detail of the co-payment amount in each claim transaction in which co-payments were not collected for office visits.

See below for detailed encounter data submission process:

- When submitting encounters, use one of the following Place of Service (POS) codes so it can be identified as a COVID-19 Co-Pay eligible encounter:
 - 05, 06, 07, 08, 11, 15, 17, 19, 20, 22, 49, 50, 53, 60, 62, 71, 72.
- The POS should be submitted in 2400 SV105 of the encounter transaction per the 837P Medicaid Companion guide.

- When an MCO submits encounter data, they will enter the amount they paid the provider (in lieu of the member paying a copay) in the FQHC wrap payment field.
 - Submit co-pay in the first iteration of 2320 loop:
 - CAS01 = PR
 - CAS02 = 3
 - CAS03 = co-pay amount
- TMHP will provide HHSC with a monthly report of the encounter data and HHSC will use that information to reimburse the MCOs.
 - MCOs will be able to confirm reimbursement amounts are correct by cross-referencing the reimbursement amount with the provider attestation forms and/or the co-payment amount noted in the claim submitted by the provider.
- MCOs do not have to submit attestation forms or the claim detail to HHSC, however both can be requested by HHSC at any time.

An MCO may only seek reimbursement for co-payments that were not collected by the provider due to HHSC's waiver of medical office visit co-payments for dates of service on March 13, 2020 through June 30, 2020. HHSC will not make reimbursement payments for any co-payments that were collected by the provider. MCOs and providers are to comply with requirements in the UMCC 8.1.18.1 Encounter Data and UMCC 8.1.18.5 Claims Processing Requirements.

MCOs should not include the reimbursements made to providers for uncollected co-payments or HHSC reimbursement to MCOs for provider co-payments on the Financial Statistical Reports (FSRs). If you have any questions or need further direction regarding financial reporting, please contact the Financial Reporting and Audit Coordination (FRAC) team by emailing Lisa.Booth@hhsc.state.tx.us.

Additional Information:

CHIP Co-Payments for Teleservices

On March 9, 2020, HHSC clarified that CHIP co-payments are not required for covered services delivered via telemedicine or telehealth to CHIP members. HHSC encourages the use of teleservices in lieu of in-person office visits, as appropriate.

Resources:

The Provider Attestation form can be found here: <https://hhs.texas.gov/laws-regulations/forms/5000-5999/form-5004-optional-covid-19-chip-provider-co-payment-attestation>

Contact:

MCO_COVID-19_Inquiries@hhsc.state.tx.us