May 4, 2020

**Developmental Disabilities Administration (DDA)**

**Invoicing Instructions for Community Pathway’s Waiver (CPW) and COVID-19 Non-Fee Payment System (Non-FPS) Services**

Transmittal # DDA2020002

**Effective Date: July 1, 2019 (COVID-19 Non-FPS Services Effective Date: March 13, 2020)**

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# Audience

DDA Community Pathways Providers

# Purpose

To update the FY20 DDA Community Pathway’s Waiver Non-FPS Services invoice instructions to include guidance to bill for eligible Non-FPS COVID-19 related costs and additional authorizations for current services.

# Overview

These instructions have been updated to accommodate billing for temporary modifications to DDA’s Waiver programs set forth in Appendix K, submitted to and approved by the Centers for Medicare and Medicaid Services, and DDA State Funded services to address the State of Emergency for the COVID-19 pandemic beginning March 13, 2020.

To support the health, safety, and wellbeing of participants and providers, the DDA is implementing temporary service requirements exceptions and operational changes including flexibilities related to financial support, settings, and staffing.

Therefore, there is a need for providers to be able to bill for eligible Community Pathways Non-FPS COVID-19 related costs for services currently billed using this invoicing process and for Shared Living providers to be able to bill for isolation days.

For the COVID-19 services in the Family Supports Waiver and Community Supports Waiver, providers will follow the same invoicing process in PCIS2 for payment. Additionally, any additional or new authorized Behavioral Support Services will be billed using the current invoicing process for those services. To receive payment for services rendered for FY20 dates of service for all other CPW Non-FPS services and COVID-19 services, providers will submit invoices and federal billing claims to the Regional Offices for approval and processing and will continue to enter attendance in PCIS2 for the FPS services.

Comprehensive guidance regarding the Appendix K changes and billing for services can be found in the guidance documents posted on DDA’s website: <https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx>.

# Community Pathways COVID-19 Non-FPS Services

The service flexibilities and financial supports that will be paid using this form are noted below:

1. **Retainer Payment (Supported Living)**

During the COVID-19 epidemic, some participants may choose to stay with their families or may be supported in other systems (e.g. hospitals, nursing facilities, etc.)  In these situations, providers may request a COVID-19 Retainer Payment when they are not providing or paying for services, for a particular person. See additional guidance regarding this topic on DDA’s website named DDA Appendix K #1 - Retainer Payment Guidance here: <https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/1-DDA%20Appendix%20K%201-Retainer%20Payment%20Guidance.pdf>

**NEW: A service for COVID-19 Supported Living Retainer Payment was added to this invoice for this purpose.**

1. **Day Time Shared Service Hours Authorization (Supported Living)**

Due to [State Executive Orders](https://governor.maryland.gov/covid-19-pandemic-orders-and-guidance/) (including the closures of day programs and schools) and [Governor Hogan's Stay at Home Executive Order 3-30-20](https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Governor%20Hogan%27s%20Stay%20at%20Home%20%20Executive%20Order%203-30-20.pdf), the DDA is authorizing a set amount of shared day time service hours to support the additional staffing agencies are providing. For Supported Living, the additional hours will be added automatically to one participant at the location and PCIS2 will adjust the rate accordingly. You will invoice the rate calculated using the approved Residential rate in PCIS2 which will include the additional hours for the home using the current service, Supported Living. See additional guidance regarding this topic on DDA’s website named DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization here: <https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/2-DDA%20Appendix%20K%202-Residential%20Day%20Time%20Shared%20Service%20Hours%20Authorization.pdf>

1. **Increase Rate When Supporting People with COVID-19 Virus (Nursing services, Supported Living, and Shared Living**

Rates may be increased for directly supporting participants that tested positive for the COVID-19 virus, and therefore are isolated to account for increased cost such as excess overtime of direct support professionals to cover staffing needs, additional infection control supplies, and service costs. The DDA may increase rates by up to 50% to account for the added risk and cost. See additional guidance regarding this topic on DDA’s website named DDA Appendix K #7 - Increased Rate for Supporting Person with COVID-19 Virus here: <https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/7-DDA%20Appendix%20K%207-Increased%20Rate%20for%20Supporting%20Person%27s%20with%20COVID-19%20Virus.pdf>

**NEW: Services added to the invoice to bill for isolation rates include:**

1. **COVID-19 Nurse Case Management and Delegation Services-Isolation Rate**
2. **COVID-19 Nurse Health Case Management-Isolation Rate**
3. **COVID-19 Supported Living- Isolation Rate**
4. **COVID-19 Shared Living- Isolation Rate**
5. **Additional hours of Respite Service available without preauthorization**

Participants can access up to an additional 360 respite service hours, or 15 days, specifically related to the COVID -19 emergency without prior authorization by the DDA. See additional guidance regarding this topic on DDA’s website named DDA Appendix K #4 - Exceptions to Pre Authorization and Service Requirements here:

<https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/4-DDA%20Appendix%20K%204-Execptions%20to%20Pre%20Authorization%20and%20Service%20Requirements.pdf>

**NEW: Services added to the invoice for additional units of Respite services include:**

1. **COVID-19 Respite-Daily**
2. **COVID-19 Respite-Hourly**

Below you will find a list of eligible COVID-19 services that may be authorized in the Community Pathways Waiver and that would be billed using the Invoice template (Behavioral Support Services will be billed using a different process and invoice template). When selecting services on the Consumer Service Detail tab, column I will prepopulate with the correct procedure code to be used for the federal billing.

New services included on this invoice are labeled as COVID-19 and are to be used to bill for services eligible for retainer payment, isolation rates, or to authorize additional units of service for period of the public health emergency.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COVID-19 Services** | | **Service**  **Unit** | **Waiver Procedure Code** | **Documentation need with Invoice** |
| 1 | COVID-19 Nurse Case Management and Delegation Services- Isolation Rate | 15 minutes | W5804 | \* |
| 2 | COVID-19 Nurse Health Case Management-Isolation Rate | 15 minutes | W5802 | \* |
| 3 | COVID-19 Respite- Daily | Day | W5822 | \* |
| 4 | COVID-19 Respite- Hourly | Hour | W5830 | \* |
| 5 | COVID-19 Supported Living- Isolation Rate | Day | W5620 | \* |
| 6 | COVID-19 Supported Living Retainer Payment | Day | W1983 | \* |
| 7 | COVID-19 Shared Living-Isolation Rate | Month | W2123 | \* |

\*No documentation needs to be sent with this invoice for COVID-19 services; however providers must maintain case notes and documentation of direct service delivery including the date of service, service provided, time of service, and name of person that provided the service. Information such as a positive COVID-19 test determination and case notes for the isolation rate must be submitted to the DDA upon request.

# Billing Prerequisites & Requirements

To support the immediate need for services and supports and provide flexibility with service requirements and limits, the DDA is issuing temporary exceptions to services requirements as outlined in the guidance on DDA’s website here: <https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/4-DDA%20Appendix%20K%204-Execptions%20to%20Pre%20Authorization%20and%20Service%20Requirements.pdf>

To support the immediate need for new COVID-19 related services and supports, the DDA is issuing a new temporary services authorization request process that can be found on DDA’s website here: <https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Appendix%20K/Topic%20Specific%20Guidance/5-DDA%20Appendix%20K%205-COVID-19%20New%20Services%20Authorization%20Request%20Process.pdf>

Providers will complete the Revised Cost Detail Sheet or DDA COVID-19 Request and Notification - Service Authorization form (DDACOVIDForm#1) as applicable.

# Invoicing Instructions

These procedures do **not** apply to any add-on services and/or FPS services currently billed through PCIS2. Those services are paid through the quarterly prepayment and PCIS2 automatically submits claims to Medicaid. These procedures are for services and/or costs identified as Non-FPS Services and listed under the participant’s services under the Community Pathways Non-FPS service on the Services screen and/or Supplemental Services list in PCIS2 and for COVID-19 related costs identified in the DDA Appendix K guidance documents to be billed using this invoice.

***COVID-19 Services Billing Instructions:***

* ***COVID-19 Nursing services Isolation Rates- The isolation rate are prepopulated for these services and will calculate the amount based on the number of units entered.***
* ***COVID-19 Respite Services- Invoice these services for up to 15 days or 360 hours during the time period covered by Appendix K.***
* ***COVID-19 Supported Living- Retainer Payment- Invoice the amount authorized in PCIS on relevant dates of service.***
* ***COVID-19 Supported Living- Isolation Rate- To invoice for isolation days, increase the authorized daily rate from PCIS2 by 50% and invoice the full 150% rate on the relevant dates of service for the isolated individual.***
* ***COVID-19 Shared Living- Isolation Rate- Submit additional isolation costs at 150% of the costs to the Regional Office who will authorize the costs and update the contract amount in PCIS2. Include the additional costs on this invoice along with a 1500 form for the amount of the invoice billed on the last day of the month of service that included the isolation costs.***

## Frequency and Timing

Effective July 1, 2019, non-FPS services costs will be paid on a reimbursement funding system using the invoice template and procedures outlined in this guidance.

A provider may submit a non-FPS service invoice at any point during the state fiscal year. A provider has two months after the end of a fiscal year, September 1st, to submit invoices for that fiscal year. Charges incurred for the prior fiscal year will not be processed for payment after the two month deadline of September 1st.

## Invoicing Submission Requirements

The invoice must be completed accurately to process payment to the provider. For an invoice to be processed the provider will need to submit all of the following to their Regional Office:

1. An electronic copy of the invoice (excel file)
2. A printed copy of the cover page with the provider signature in blue ink
3. Corresponding Medical Assistance claims for all waivered services for waivered individuals or the Remittance Advice of claims that were submitted through eMedicaid
4. Receipts, if applicable

Electronic copies should be emailed to:

* Central Maryland Regional Office (CMRO): [mathew.abraham@maryland.gov](mailto:mathew.abraham@maryland.gov)
* Eastern Shore Regional Office (ESRO): [renee.benjamin@maryland.gov](mailto:renee.benjamin@maryland.gov) and copy [eharris@maryland.gov](mailto:eharris@maryland.gov)
* Southern Maryland Regional Office (SMRO): [terrie.logue@maryland.gov](mailto:terrie.logue@maryland.gov)
* Western Maryland Regional Office (WMRO): [wmro.supportinv@maryland.gov](mailto:wmro.supportinv@maryland.gov) Invoice Template Instructions

The Non-FPS services invoice is an excel workbook that is composed of three worksheets, identified by a tab and tab title at the bottom of the workbook. The instructions are organized by the tabs in the workbook. Please enter values into corresponding blank cells that can be selected. The spreadsheets include cells that automatically calculate values, which are identified by a gray coloring.

### Tab A: Cover Page

The cover page consists of basic provider information necessary for the DDA to identify the provider agency and process payment. All fields must be completed.

More than one non-FPS services costs may be billed on one invoice.

To complete the Service line, if the non-FPS services are still bundled under an FPS service and listed in the Supplemental services screen in PCIS2, choose the correct FPS service to populate the correct PCA. If the non-FPS service is listed under the Community Pathways Non-FPS service on the Services screen, select Non-FPS Service in the dropdown to populate the correct PCA code created for these services.

***COVID-19 UPDATE: Shared Living service has been added to the list of Services in order to bill for the Shared Living Isolation Rate once the additional costs are authorized by the Regional Office and included in PCIS.***

### Tab B: Consumer Budget

Part B serves to monitor spending relative to the individual’s budget. The DDA will only pay up to the budgeted amount for the individual. In the spreadsheet insert the service by individual. If an individual has more than one non-FPS service cost, then there needs to be a separate row for each service.

Below are explanations for the columns on the spreadsheet.

***COVID-19 UPDATE: Budgets for COVID-19 services that don’t require preauthorization should be entered into the Consumer Budget with an (G) Actual Budget amount for at least the amount of the costs to be included on the invoice. If the budgeted amount for the service is not high enough to cover the costs included in the Available Budget for Charges, the expenditures will go into the Unfunded Amount on the Cover Page and will not be included in the Total Invoice Charges.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Col** | **Column Title** | **Description** | **Calculation** |
| A | Consumer Last Name | Input last name |  |
| B | Consumer First Name | Input first name |  |
| C | Consumer MA # | Input consumer’s medical assistance # (11 digits) |  |
| D | Waiver Eligible (Yes/No) | Choose “Yes” or “No” from the dropdown list |  |
| E | Non-FPS Service | Choose the Non-FPS Service, ***COVID-19 service*** or State-Only Funded service from the dropdown list |  |
| F | Regional Log # | Inputs SFP # |  |
| G | Actual Budget | Input the actual budget for the supplemental service, one-time-only costs, or ***COVID-19 costs*** |  |
| H | Year-to-Date Paid Charges | Input the total amount paid for the service or cost for the year; don’t enter an amount here for COVID-19 costs if billing for new costs |  |
| I | Remaining Budget | Excel automatically calculates | G -H |
| J | Requested Invoice Charges | Excel automatically calculates | The sum of charges for that individual for that service calculated on tab C column H |
| K | Amount to be Paid | Excel automatically calculates | If J > I, then K = I  If J < I, then K = J |
| L | Unfunded Invoice Charges | Excel automatically calculates | If J > I, then L = I - J |

### Tab C: Consumer Service Detail

|  |  |  |  |
| --- | --- | --- | --- |
| **Col** | **Column Title** | **Description** | **Calculation/Notes** |
| A | Consumer MA # | Excel automatically populates | Field 9a on 1500 form |
| B | Consumer Last Name | Input last name | Field 2 on 1500 form; Last Name first, First Name last |
| C | Consumer First Name | Input first name |
| D | Non-FPS Service\* | Choose the Non-FPS Service, State-Only Funded service, or ***COVID-19 service*** from the dropdown list. |  |
| E | Date of Service | Input date that service was provided or cost was incurred (must be in FY20); ***COVID-19 services effective March 13, 2020- March 12, 2021*** | Field 24A on 1500 form |
| F | Unit Charge | Excel automatically populates | Rates will prepopulate for rate-based services |
| G | Costs or Units | Must be populated; Input the total amount of units that were provided for the date of service or the cost of the service.   * A unit is a determinate quantity (i.e. hour, day, and month). The description of the unit should be located in an individual’s PCP * If an Item, unit would be 1 | Cost- Field 24F; Supported Living daily rate from PCIS2    Units- Field 24G on 1500 form; see Service Units on page 3 |
| H | Total Charge $ | Excel automatically calculates | F \* G; Field 28 on 1500 form is Total of Charges in field 24F |
| I | Waiver Procedure Code | Excel automatically populates | Field 24D on 1500 form |
| J | Receipt Needed | Excel automatically populates. If column J is “Yes,” then a receipt and/or other documentation is needed to substantiate the cost or service | ***COVID-19 services: No documentation needs to be submitted with the invoice but must be*** ***available to DDA upon request. Includes documentation of a positive COVID test for isolation rates.*** |
| K | Claim Needed | Excel automatically populates. If the column K is “Yes,” then the provider must submit a claim for the service or good |  |

\*DDA is unable to obtain Federal Medical Assistance Participation if a service is listed as “State-Only Funded.” The purpose of Column D is to gain a description of the services or good being provided in order to help ensure that all allowable federal claims are submitted for reimbursement.

# COVID-19 Non-FPS Services Medicaid Claims Submission

COVID-19 services cost invoices must include paper 1500 forms for Waiver eligible services and should not be submitted electronically.

## Paper Billing

Providers must use the CMS-1500 billing form version 02/12. A sample form has been posted to the DDA website, under the Provider tab (<http://dda.dhmh.maryland.gov/Pages/Developments/2015/sample%20cms%201500%20form%20icd10.pdf>) that shows all of the required fields that must be filled out. Make sure all information entered on the claim form is legible and accurate, including your Provider Number and the Participant’s Medical Assistance ID Number. For more instructions on federal billing, please visit the DDA website at <https://dda.health.maryland.gov/Pages/Federal%20Billing.aspx>.

***IMPORTANT 1500 FORM BILLING TIPS:***

* Name (2)- Last name first, first name last (Smith, John); must match spelling in MMIS
* Participant Medicaid # (9a)- always 11 digits; if 0 is the first digit, it must be listed
* Provider # (24J top; 33b)- always 9 digits
* NPI# (24J bottom; 33a)- 9 digit provider number with a 5 in front ex. 5xxxxxxxxx
* Date (24A) - List each date of service in the 24A From column only. No date ranges should be used. A date of service for the same service can only be billed one time. All units or costs of a service provided on the same day must be added together and billed on the date of service once. MMIS considers dates of service for the same service billed more than once as a duplicate claim even if the units or costs are different. If changes need to be made to previously submitted claims total units or costs, an adjustment of that claim must be requested.
* Units (24G) - For hourly and quarter hour services, the number of units of service provided (hours; 15 mins) must be listed. For example, for an hourly service, if 8 hours of service is provided, 8 units would be listed. For quarter hour services, if 4 hours of service was provided, 16 units must be listed. A unit of 1 is used for days, milestone services, or service costs added together and billed on the same day, Upper Pay Limit services.
* Charges (24F)- Unit cost x # Units
* Total (28)- Total of charges
* Signature/Date (31)- Sign, print, or type name; signature date must be after dates of service being billed