



Automated Medical Payments

Medicaid Bulletin Colorado Title XIX

Fiscal Agent

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P.O. Box 1100
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Medicaid Fiscal Agent Information on the Internet

WWW.CONSULTEC-GCRO.COM

Medicaid bulletins contain important policy and billing information and should be shared promptly with billing staff.

Bulletins supplement information in the Medicaid Provider Manual and should be retained with the provider manual for reference. Retain all bulletins until published notification advises that the information is obsolete or reproduced in subsequent bulletins or provider manual updates.

Please direct questions about bulletins and billing information to Medicaid Provider Services.

Distribution: All Providers

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We're Y2K ready, are you?

The State of Colorado and the fiscal agent are confident that the claims processing and payment system will be ready for Y2K. Contingency plans also are being made in case unexpected problems occur. With alternate plans in place, we will be able to continue Medicaid operations.

Determine your Y2K readiness

Providers are responsible for ensuring that their equipment, facilities, and employees, including billing agents and software vendors, are Y2K ready.

Providers should review all operating systems, not just computer systems. Make sure heating, electrical generation, refrigeration, medical equipment, and transportation systems are ready.

For providers using computer systems to bill the Medicaid program, the greatest risk is not being able to bill electronically. You should identify, renovate, and test your computers and software to decrease the chances of computer-related problems on and around January 1, 2000. Check the system date format.

Your practice and your facility must be ready. Patient management systems, clinical information systems, and other medical devices with date display or date stamping must be prepared. List and identify your critical business needs. Make sure you have a backup plan.

Use the following list as a guideline along with other diagnostic and reference tools you have acquired:

- | | |
|---|-----------------------------------|
| Bank debit/credit card expiration dates | Insurance/pharmacy coverage dates |
| Banking interfaces | Membership cards |
| Building access cards | Monitoring equipment |
| Claim forms and other forms | Office forms |
| Clocks | Outdoor lighting |
| Computer hardware/software | Physician referral forms |
| Computer payroll | Safety vaults |
| Custom applications | Smoke alarms |
| Diagnostic equipment | Spreadsheets |
| Elevators | Sprinkler systems |
| Fire alarms | Telephone/answering machines |
| Indoor lighting | Treatment equipment |

As a backup, providers should keep hardcopy appointment records and claims. Continue to verify eligibility through CMERS and FAXBACK. If there is a problem with electronic eligibility verification, you will receive a message stating that there is a problem. Keep copies of the eligibility responses.

Clients will receive January MAC cards in December. If, because of Y2K, there is a delay in issuing February cards, you will be notified. Copy the January cards for your files. Please continue to see eligible clients. A letter from the County Department of Social Services or Human Services also will serve and should be honored as a temporary Medicaid card.

HMOs should retain copies of the current HMO roster.

WINASAP and NECS software

Both WINASAP and NECS software are Y2K compliant. Providers are reminded that they **must** enter the four-digit year. All dates **must** be in the following format:

MMDDCCYY

State-issued PCs

Beginning in 1994, the State issued PCs to providers without PCs for the purpose of billing the Medicaid program through the AMP system. The State no longer supports these PCs and does not plan to upgrade the hardware on these machines for Y2K. Providers may want to replace the State-issued PCs with new PCs of their own.

Vendor testing

Providers must verify that their billing agents and software vendors are prepared for Y2K. On November 22, 1999, the fiscal agent will begin electronic testing for software vendors wanting to test their software for Y2K compatibility. Providers should contact EDI support at 1-800-987-6721 and check the fiscal agent's web site at WWW.CONSULTEC-GCRO.COM for vendor testing information.

DOS-based software

Effective December 1, 1999, Consultec will no longer accept the following electronic batch formats:

Colorado PACE 80, HCFA 160, and UB92 NSF version 4.0. These formats are not Y2K compliant. CO1500 submitters must use the HCFA NSF version 2.0 or 3.01 and UB92 submitters must use the NSF version 5.0. UB92 submitters using the older version must convert to and test UB92 version 5.0 **prior** to December 1, 1999.

If providers or billing agents experience problems using DOS-based telecommunication software, such as PROCOMM PLUS for DOS, please call EDI at 1-800-987-6721 for alternative methods of transmitting batch claims and retrieving accept/reject reports.

Continue to check the State's web site at WWW.STATE.CO.US/GOV_DIR/CHCPF and the fiscal agent's web site at WWW.CONSULTEC-GCRO.COM for ongoing and updated Y2K information.