



From the Medicaid Director's Desk

Greetings from the ODJFS Office of Ohio Plans. I am pleased to give you an update on the MITS project. Now that we are counting down the next nine months to "go live," we are sharpening our focus to gain momentum to pay claims in December 2010.

This date is important because it was established months ago, after careful planning and review of our resource realities. Based on that information, Director Lumpkin committed to the Governor and leadership in the General Assembly that MITS will pay claims by then.

On Jan. 22, 2010, Director Lumpkin addressed OHP and ODJFS staff, sharing the "go forward" plan.

His words supported the renewed energy injected into the project, reminding staff: "If we say we're going to do something, then we're going to do that something."

MIT'S will improve Medicaid's business processes, including claims payment functionality. One of the new processes will be automated claims adjustments. In the next issue of MITS News, I will share more exciting updates about other features of MITS that will improve efficiencies for our providers—and services for consumers.

----Tracy Plouck

How will MITS make claim adjustments more automated and efficient?

All claims processing systems have the ability to adjust claims. Claims are adjusted for a variety of reasons, such as to add information, to correct errors on individual claims, or to adjust numerous claims at the same time. Adjusting many claims at the same time is known as "mass adjustment." Mass adjustments are needed when a group of claims all require the same change at once, such as a retroactive rate change. While OHP has always had the ability to make adjustments, there

have been limitations. For instance, if a claim was older than a year, "gross adjustments" had to be made to reimburse providers. This means the provider was paid, but the original claim could not be updated to show the corrected payment amount. With MITS, adjusting claims will be more automated. For now, until the new MITS Web Portal is available, [providers?] should continue to submit adjustments to OHP on paper, or on HIPAA-compliant EDI files.

Adjustment Feature	Current Processing	MIT'S Processing
Gross Adjustments	Claims history is limited to approximately one year. For older claims, gross adjustments can be made, but claim-specific information will not be reflected on the adjustment or original claim.	Initially, MITS will include seven years of claims history. It will add additional years as new claims are processed. Claims history will be available for claim-level adjustments, thereby greatly reducing the number of gross adjustments needed.
Sister Agency Electronic Adjustments	Sister agencies currently submit claims electronically but use paper forms to request adjustments.	After MITS is implemented, sister agencies can submit adjustments electronically.
Claim Adjustments	Paper claim adjustments are submitted to OHP on paper or through EDI files.	Once the MITS Web portal is available, adjustments can be made there.

FAQ

1. Can claims adjustments be sent on EDI files after MITS is implemented?

Yes. Adjustments can continue to be sent on the 837 and will automatically be processed by MITS unless the claim suspends for manual review.

2. Can adjustments be submitted on the OHP Web portal?

No. Paper or EDI adjustment requests should be submitted to OHP in the same manner, until the new MITS portal is available.

3. Can sister agencies adjust claims electronically?

After MITS is implemented, sister agencies can submit adjustments electronically..

Looking for more?

For past newsletter issues, FAQs, and more information about the Medicaid Information Technology System, log on to the ODJFS Web site:
<http://jfs.ohio.gov/mits/info.stm>