



# Department of Developmental Disabilities

John Kasich, Governor  
John L. Martin, Director

**To:** County Board Superintendents, SSA Directors, Business Managers, and Council of Government Directors

**From:** Debbie Hoffine, Operations Administrator  
Medicaid Development and Administration

**Date:** June 21, 2012

**Subject:** Denied Claims

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The purpose of this memo is to alert providers to a potential issue that might arise over the next several weeks as a result of on-going systems work being done related to claims processing.

Medicaid Waiver eligibility is established by the local Departments of Job and Family Services through the Client Registry Information System – Enhanced (CRIS-E). This information is then transferred to the Medicaid Information Technology System (MITS) which is the system utilized to process Medicaid Waiver claims submitted by providers. It has been determined that this transfer of information is not always successful, which may result in claims for Medicaid Waiver-eligible individuals being denied in error.

Due to the complexity related to what causes this particular interface problem to arise, it typically happens on a seemingly random, intermittent basis. Specifically, claims for an individual that are approved and paid one week, might be denied in error another week. It is expected that this inappropriate denial will impact less than one percent (1%) of claims processed by DODD on a weekly basis, but it is important that providers monitor their denied claims reports each week to ensure that their specific claims were not denied by ODJFS by mistake.

You can review your claims reports each week by logging on to the DODD website and selecting eMBS from the Applications dropdown list. From there, you should select the weekly billing cycle that you wish to review (i.e. JUN12A\_05-30-12). If any of your claims were denied for any reason, you will see a report entitled REIMB\_DENIED followed by the weekly billing cycle name and your DODD Contract Number. This report will provide the details associated with each denied claim. Eligibility denials typically have 244, 278 or 473 indicated as the denial code.

If it should happen that claims you expected to be approved and paid are denied in error, please contact the DODD Support Center at 1-800-617-6733 – Option 3 for assistance in getting the interface issue between CRIS-E and MITS resolved, so that you can resubmit your claims as quickly as possible. In order to help us assist you in a timely manner, please have your DODD Contract Number and the name of the weekly billing cycle in which the denied claims are found available when you call.

Thank you.