

MEMORANDUM

DDE (DIRECT DATA ENTRY) BILLING SYSTEM HIGHLIGHTS FOR ASSISTED LIVING BILLING

Listed below are some highlights of the DDE and our assisted living billing procedures.

- Your billing information will be entered on the DDE website and downloaded directly into our billing software here at the Agency for processing. A completed DDE registration form must be submitted to our Agency for each person who submits Assisted Living billing via the DDE. This registration form is kept on file at our Agency and will meet the signature requirement for submission of your monthly billing. More than one person may be registered to use the DDE; however, if any of the information on the DDE form changes or if registered billing staff are no longer with your company, please notify us immediately so that we can update our records. Also, if you submit billing for multiple company locations, please be sure to list all locations on the form as billing staff must be registered in the DDE for each location.
- Providers should submit only **one billing per month** between the 1st and the 15th of the month following service. This single monthly submission should include your current month's billing and any back billing **up to 180 days from date of service**. If back billing has been previously submitted, please confirm with the care manager prior to submission that the units are authorized in the consumer's service plan.
- Please confirm with care managers **prior to billing submission** specifically what dates to bill when a consumer has been hospitalized or in a nursing facility at some point during the month of service. Billing for the correct number of days will assure that your payment will be made in a timely manner.
- For consumers that have received services and their name does not appear in your DDE consumer list, please contact the care manager and ask them to enter the authorization in our billing system. Once they enter the authorization in our system, the consumer name will appear in the DDE no later than 24 hours after the care manager has actually entered the authorization in our system. If you are unable to reach the care manager or the consumer name does not appear in the DDE within 24 hours after the care manager said they entered the authorization, please contact the care manager's supervisor for assistance. The supervisors serve as a backup contact person since the care managers are frequently out of the office on consumer visits.

- Your billing will generally take approximately 5 days to complete once it is received at our office. At times, billing processing may take a little longer if the Ohio Department of Aging has to correct an issue in our billing system. We pay every other Wednesday as well as the last working day of the month.
- Once your billing is posted paid, your **remittance advice** will be available on the DDE website to view and print. You will need Adobe Reader Version 9.0 or higher on your computer to access the remittance advice. Adobe Reader is free and can be downloaded at Adobe.com. Please be sure to uninstall any older Adobe Reader versions before downloading the new version. After you have the latest version of Adobe and are logged into the DDE, go to “Reports” at the top left of the window. Then click on “Download EDI Reports” (top right) when the next window appears. Billings with remittance advice will then appear in the bottom left of the window. Under “Remittance Advice” select billings by date from the “Invoice ID/RA Filename” column. Units denied for payment by care managers will appear on the last pages of the remittance advice in the “Disapproved” section and will show a brief description of the reason for denial to the right of the “amount paid” column in “comments”. Please contact the care manager if you require more detailed information as to why units were denied for payment.
- The **original** completed EFT (electronic fund transfer) form should be completed and returned **via regular mail** at your earliest convenience to the attention of Mr. Dave Burtscher, Controller (address listed on the top of the form) in order to assure that your payments will be made in a safe and secure manner. Since banks vary in the amount of time it takes to approve a company for the EFT payment process, it may be necessary to make your first payment via check. When you are paid by EFT (electronic fund transfer), the person you listed on the “e-mail notification” line of the EFT form will be notified when your payment has been made. Funds should be available in your account no later than two business days after payment.