

MEMORANDUM

DDE (DIRECT DATA ENTRY) BILLING SYSTEM HIGHLIGHTS FOR PASSPORT

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

- Care managers will mail the **Service Schedule as your billing authorization** and include the **consumer number** on the schedule (these consumer numbers are **pre-assigned by the State**). Providers that deliver one-time services (i.e. Chore, Home Medical Equipment, Minor Home Modification, etc.) will not receive a Service Schedule but will be expected to receive verbal authorization from the Care Manager prior to rendering services.
- Each branch or billing location needs to submit their own billing.
- Your billing information will be entered on the DDE website and downloaded directly into our PIMS software (PASSPORT Information System) here at the Area Agency for processing. A completed DDE registration form must be submitted to our Agency for each person who submits PASSPORT 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, any back billing **up to 180 days from date of service for PASSPORT**, and credits for overpayments. For **billing beyond the 180-day billing window**, please submit a letter or e-mail which explains the reason for late billing of the units. We should receive this letter or e-mail on or before the date the back billing is submitted. Per the Ohio Department of Aging, we cannot accept refund checks from providers for overpayments. Please adjust for overpayments by submitting a credit on your billing submission. Before you include credits on your billing, please confirm with your company records that the units you are crediting have actually been **paid** as they may have been billed and then denied payment by the care manager. Also, please contact the consumer's care manager for their authorization **before rebilling for units that have been previously denied**.

- For consumers that 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 so that you are able to bill. The consumer name will appear in the DDE within 24 hours after the care manager enters the authorization in the Area Agency's billing 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 out of the office much of the time on consumer visits.
- **HME (home medical equipment) providers** are required to fax or mail a corresponding delivery ticket for each item billed which should arrive in our office no later than the day your billing is submitted to our Agency.
- **Minor home modification providers** must provide a consumer signoff sheet for each completed Passport minor home modification job to verify that the service was completed to the consumer's satisfaction. In addition, a building permit must be submitted for all permanent wheelchair ramps and lifts. If a building permit was not required by the locality where the ramp/lift was installed, please submit a written statement which explains that a permit was not needed.
- Your billing will generally take approximately 5 days to complete once it is received at our office although at times processing may take longer depending upon the number of suspensions generated on the billing. Suspensions are services billed which do not match what the care manager has authorized in our system and all suspensions must be cleared by the care managers before your payment can be processed. 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 for a period of 3 months from the date your billing was completed. 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 mailed 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.