

Government Programs: Claim Issues for SNF, SMHRF, SLF

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Blue Cross and Blue Shield of Illinois (BCBSIL) identified issues with our system which caused an error with adjudicating claims correctly for Skilled Nursing Facility (SNF), Specialized Mental Health Rehabilitative Facility (SMHRF) and Supportive Living Facility (SLF). The most current system issues as well as information regarding resolution are provided below.

Claims are reimbursed according to Healthcare and Family Services (HFS) fee schedule. If the rates applied to the claim differ from the rate sheet received from HFS, please contact the Provider Network Consultant (PNC).

Issue Name	Description	Resolution
<p align="center">Claims Recouped in Error Due to Encounter Rejections</p>	<p>Incorrect SNF encounter data was submitted to HFS which led to rejected encounters. Claims were routed for recoupment without identifying the original data error.</p>	<p>BCBSIL discontinued recoupment requests and the impacted claims were identified by April 6, 2018 and adjusted by April 9, 2018.</p>
<p align="center">Claims Denied Not on PCF in Error</p>	<p>Claims were denied in error due to an automation provider ID mismatch issue. During the process, the provider ID did not match what HFS listed on the file, causing the denials.</p>	<p>Issue was resolved and claims are expected to reprocess by May 1, 2018.</p>
<p align="center">Retro Rates</p>	<p>HFS has updated the rates for specific skilled nursing facilities without updating the rates on the HFS website, causing claim underpayments.</p>	<p>BCBSIL has updated affected facilities with correct retro rates according to the effective date of change and identified targeted claims for reprocessing. Claims will be adjusted by May 15, 2018.</p>
<p align="center">Claims Denied Due to Authorizations</p>	<p>System automation denied claims in error for no authorization for custodial care. Members were on the Patient Credit File (PCF) and authorization is not required for participating providers.</p>	<p>BCBSIL identified and adjusted all impacted claims. Project completed Feb. 28, 2018.</p>
<p align="center">Supportive Living Dementia Care Rates</p>	<p>Claims not paid at the dementia care rate.</p>	<p>Claims impacted will be identified by May 15, 2018, and adjusted by June 15, 2018.</p>