

Maryland 2014 STI Update

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Immunization Billing Project Overview



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The Project

September 2012 to July 2014

CDC and DHMH provided grant funding to Maryland Partnership for Prevention (MPP) to assess the capabilities and challenges of the 24 Maryland Local Health Departments (LHDs) to bill and collect for immunizations services.



MPP engaged SHR Associates, Inc. to evaluate, recommend, and assist the LHDs in strengthening the aspects of their internal operations that will be impacted by implementation of an internal billing process.

The Project Goals

- Evaluate, recommend, and assist the LHDs in strengthening the aspects of their internal operations that will be impacted by implementation of an internal billing process.
- Recommend and help LHDs implement the required changes in procedures and workflow processes to support billing.
- Create appropriate forms and documents for proper documentation, charge capture, and third party billing.
- Evaluate and help create policies and procedures for effective and compliant claims submission, tracking, and monitoring of billing activity.



The Project Goals

- Provide educational training and support for providers and staff of the LHDs for proper documentation, coding, and billing.
- Provide advice and support relative to the third party contracting process that is being coordinated by the Office of the Attorney General.
- Recommend and assist the LHDs regarding the appropriate use of existing or new technology and resources to successfully accomplish third- party billing.



The Process

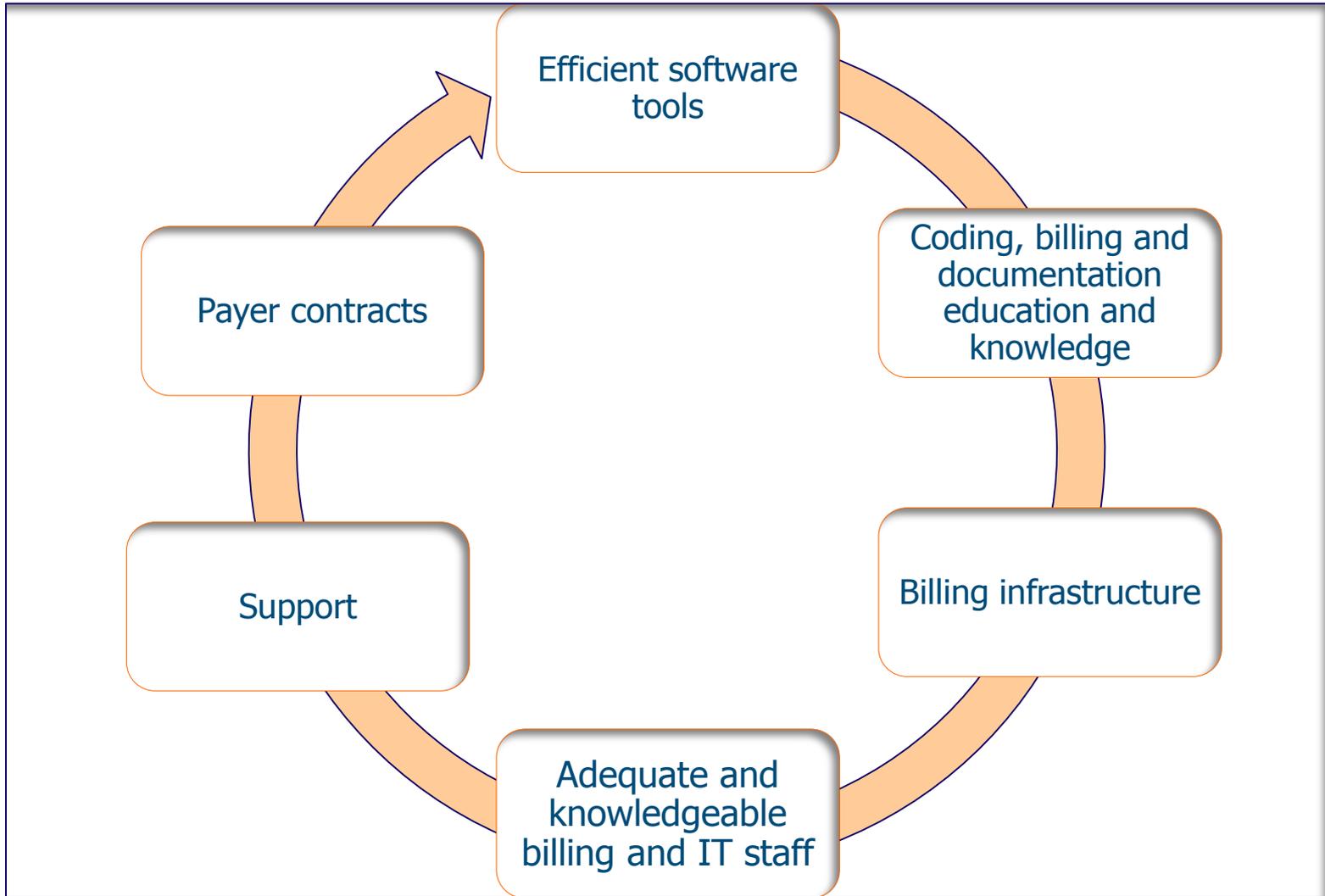
- An individual site assessment was conducted by SHR at each of the 24 LHDs.
- Immunization services and the internal operations of each LHD were reviewed and documented with a focus on each LHDs billing capabilities.
- A report was created following each LHD assessment, identifying SHR's findings, including recommendations to improve or implement billing and a proposed Implementation Plan.
- Implementation Process: Webinars, training sessions and on-going support services were provided by SHR to the LHDs.
- Office of the Attorney, payer contracting, addressing legal barriers, credentialing, legislative and policy issues.

What We Learned

- Most LHDs have multiple practice management systems in place:
 - CAREWare
 - ProtoMED
 - Medical Mastermind
 - Ahlers
 - PatTrac - 20 of the 24 LHDs use in some capacity
- Some LHDs do not bill for any services.
- Some LHDs are successfully billing Dental, Behavioral Health and Environmental services.
- Very few LHDs had payer contracts in place.



What The LHDs Needed



Billing Implementation and Support Provided

Webinars

Coding
Practice Management Systems
Revenue Cycle Management
Payers
Contracting
Credentialing

Training, Presentations and Resources

Immunization Coordinators
Health Officers

Individual LHD Support

Work-Plan and Implementation Guide

Immunization Billing Project Work Plan Guide for _____ County Health Department

ID	Description of Activities	Include			Assigned To	Start Date	Due Date	Complete Date	Notes
		Yes	No	NA					
Practice Management Billing System		Yes	No	NA					
1.00	Verify the correct CPT codes are used								
1.10	Verify the correct CPT codes are in PMS								
1.15	Verify the correct NDC codes are used								
1.20	Verify the correct NDC's are in the PMS								
1.25	Verify the correct ICD-9 codes are used								
1.30	Verify the correct ICD-9 codes are in PMS								
1.35	Verify the Fee schedule is correct								
1.40	Verify that the Fee schedule is correct in the PMS								
1.45	Verify the correct Tax ID is in the PMS								
1.50	Verify that correct NPIs in are in the PMS: ___ clinic ___								
Set-Up with Clearinghouse, Payers, PM System		Yes	No	NA					
1.60	Set up electronic statements								
1.65	Set up superbill/charge document in the PM system								
1.70	Set up electronic eligibility verification in PM system								
1.75	Set up scanning capabilities in the PM system								
1.8	Set up Electronic Remittance Advice (ERA) with the payers								
1.85	Set up electronic funds transfer (EFT) with the payers								

Resources

Webinar, documents and resources Immunization Billing Project

<http://phpa.dhmh.maryland.gov/OIDEOR/IMMUN/SitePages/immunization-for-local-health-departments.aspx>

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