SmartCare

Claim Review Process

User Guide

This guide demonstrates the updates to the Claim Review Process for CMHA-CEI program staff and how IS or the Provider Network Specialist will add Providers to the review list.

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Working Claims with Flag

Claim Review Flag Behavior

Functionality has been added to SmartCare that activates the Claim Line Under Review Flag for claims submitted by specified Providers.

Having this flag active on the claim will prevent it from flowing directly into the adjudication process. This will give CMHA-CEI program staff time to review claims for correctness or review any required supporting documentation. The Provider Network Specialist worked with program staff to identify which providers are required to submit supporting documentation, as well as those providers who are considered "High Risk".

When a claim is submitted from a provider who has been identified as needing review from CMHA-CEI program staff, the Claim Line Under Review Flag is activated automatically by the SmartCare system. If you view the Claim Line Details of the submitted claim, you will see the check box is active.

Viewing Claims with Review Flag

To view claims that require review:

- Under the My Office tab, select Care Management>CM Billing>Claims. This will navigate you to the Claim Lines screen.

- Use the second drop down to select claims with a status of Claim Line Under Review, then click the Apply Filter button to view only claims with the flag active.

- To view only the claims from a specific provider use the provider filter.

- When you click the drop down, a pop-up window will appear.

- o Click anywhere in the text box to search for the provider you want to add. You may select multiple providers.
- o Select the provider from the list to add them to the filter.
- o Click the X next to the provider name if you want to remove them from the filter list.
- o Once the provider(s) whose claims you want to view have been selected in the filter, close the pop-up window by clicking on the red X in the top right of that window.
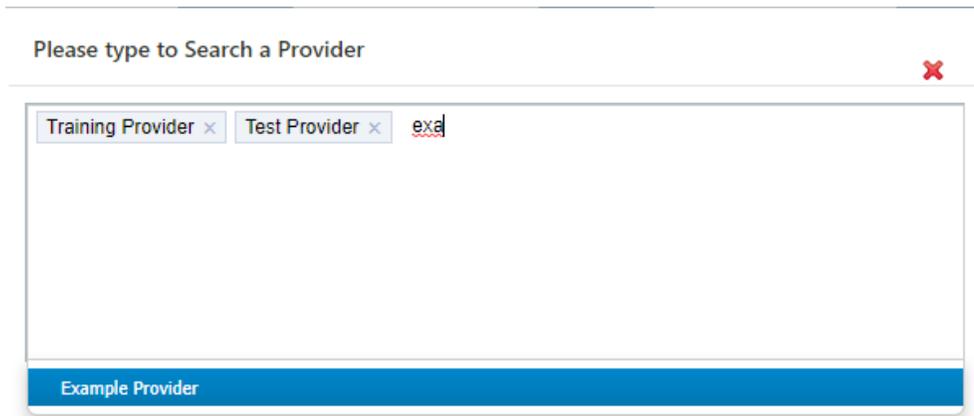
- Verify the date range selected for Received Date and Date of Service. If the range is not correct, the filter will prevent you from seeing the claim lines you want to review.
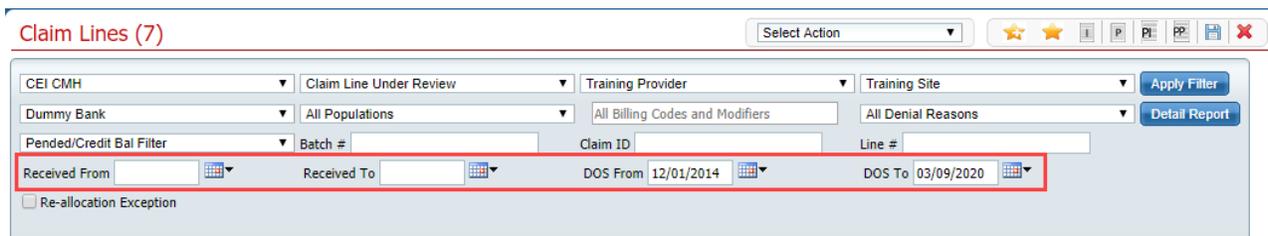
- Once the provider(s) whose claims you want to view have been selected in the filter, click the Apply Filter button to view only those provider's claims which require review.
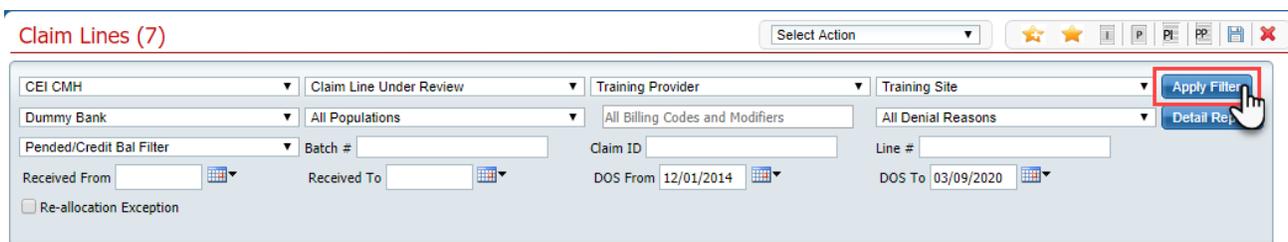

Removing Claim Review Flag

Claim Line Detail

Once you have completed the review of supporting documentation and you are ready to remove the flag, there are two different ways to perform this action. To remove the Claim Review Flag from a
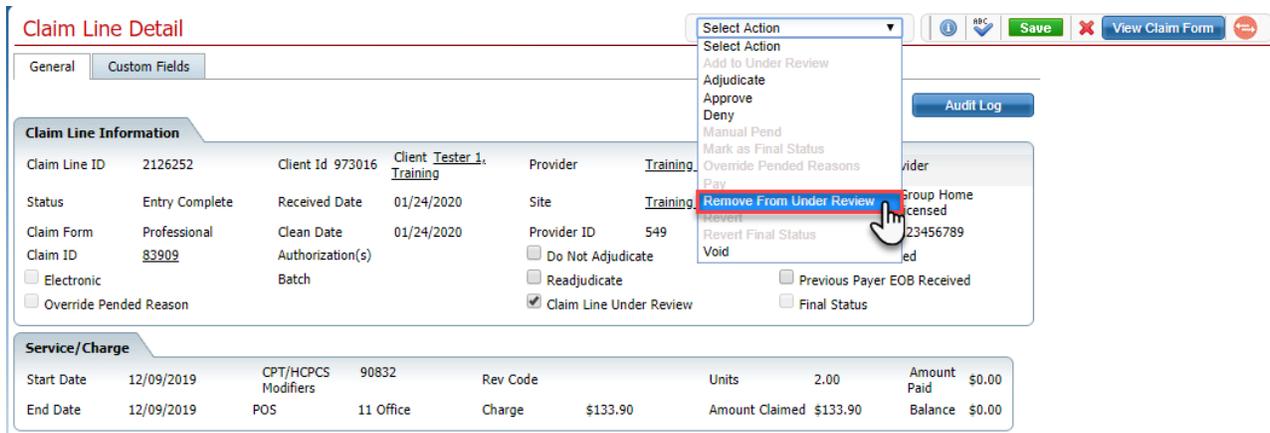
single claim, navigate to the Claim Lines screen as described in the previous section, *Viewing Claims with Review Flag*.

- From the Claim Lines screen, click on the Claim Line ID you want to approve. This will take you to the Claim Line Details screen.
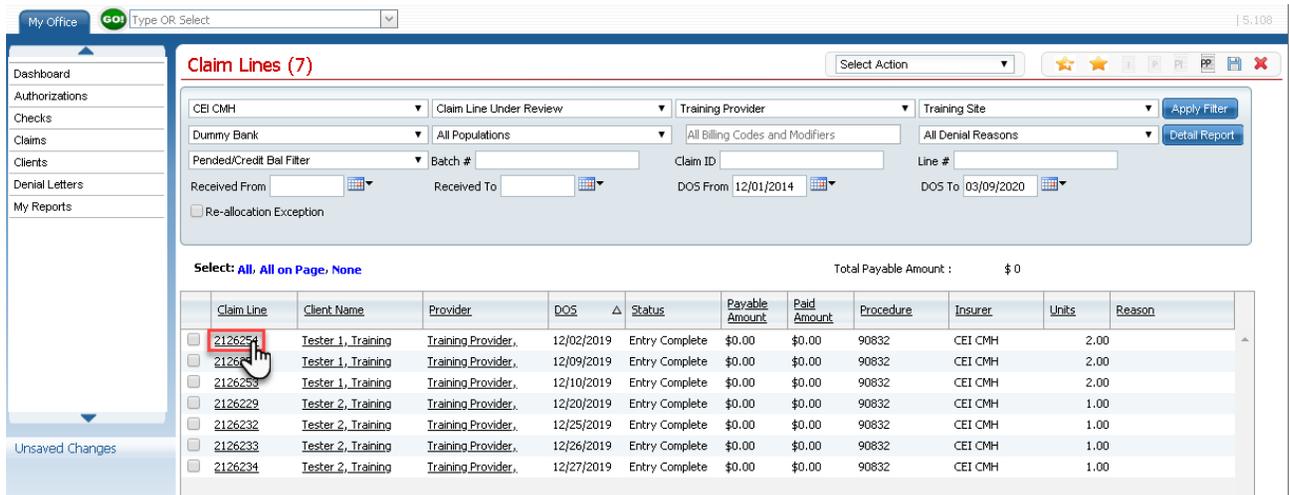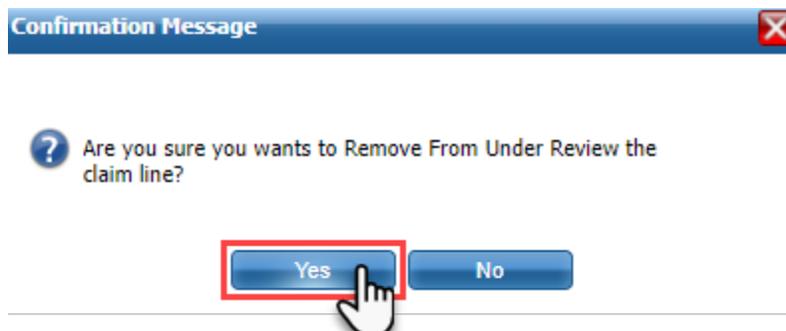

- Verify you have selected the correct claim line by reviewing the information on the Claim Line Details screen.
- Use the action drop down and click on, 'Remove From Under Review'.

IMPORTANT: Clicking on the check box will not remove the flag

- You will receive a confirmation pop-up, click Yes to remove the Under Review flag.

To remove the Claim Review Flag from multiple claims, navigate to the Claim Lines screen as described in the previous section, *Viewing Claims with Review Flag*.

- Use the checkboxes to select the claims you want to remove the Claim Line Under Review Flag from. Then use the Action drop-down to select 'Remove From Under Review'.

- You will receive a confirmation pop-up. Click Yes to remove the Claim Line Under Review Flag from the claim lines you have selected.

Claim Line Review – Work Flow

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