

Hints and Tips

Provider Type: Social Service Medical

Category: Claims Adjustment

This document provides steps to adjust a paid claim for Service Codes T1000 and 99600 (Private Duty Nursing) where a service line was paid as a standard day instead of a holiday.

- From the Provider Portal, click on "Claim Adjustment/Void"
- Enter the Transaction Control Number (TCN) (see your RA) or Client ID and to-from dates (< 3 months), click on "Submit"
- On the TCN list, click on the box next to the TCN

TCN	Authorization	Date of Service
221385465325134000	1000000234	03/26/2013
221385465325258594	1000000584	04/01/2013

Click on →

- Click on "Adjust"

Click on

Close
Adjust
Void Claim

- The original TCN claim appears
- Find the Service Line for the holiday date and click on the blue number

Click a Line No. below to view/update that Line Item Information. Total Submitted Charges: \$ 314.46

Line No	Service Dates		Proc. Code	Modifiers				Diagnosis Pntrs				Submitted Charges	Units	PA Number	
	From	To		1	2	3	4	1	2	3	4				
1	01/01/2015	01/01/2015	T1000		TD							314.46	32		Delete or Other Service Info

← *Click on*

- Enter "TV" into **second** modifier position

Modifiers: 1: TD 2: TV

← *Enter*

- Enter new "Submitted Charges" based on holiday rate (#units x rate = submitted charges)

Submitted Charges: \$

← *Enter*

- Click on

Update Service Line Item

- Repeat process of other holidays on the claim
- Click on "Submit Claim"
- Pop-up appears, click on "Cancel"
- TCN page appears, click on "Ok"

Print Print Cover Page Ok

← *Click on*

Unit Rates			
Modifier 1	Modifier 2	Description	Rate
TD		RN	\$8.74
TD	TV	RN Holiday	\$11.80
TE		LPN	\$6.74
TE	TV	LPN Holiday	\$9.09

For complete step-by-step instructions, visit the ProviderOne website located at <https://fortress.wa.gov/dshs/adsaapps/providerone/training.htm> to view the corresponding Social Service Medical "Medical Basic Billing" How-To Guide. (v. March 25, 2015)