

Overview

Intermediate Care Facilities for the Developmentally Disabled (ICF/DD), Intermediate Care Facilities for the Developmentally Disabled-Habilitative (ICF/DD-H), and Intermediate Care Facilities for the Developmentally Disabled-Nursing (ICF/DD-N) home providers (collectively referred to herein as “ICF/DD home providers”) will be expected to adhere to the provider agreement with their managed care plan (MCP) and submit data to support payment. ICF/DD homes that submit claims to MCPs for payment must use nationally accepted file format standards (e.g., ANSI ASC x12N 837P/I) to the greatest extent possible.

Providers who are unable to submit compliant claims through these formats may instead submit invoices to MCPs with “*necessary data elements defined by DHCS*”. This guidance defines these “*elements*”, which include information about the Member, service(s) rendered, and the Provider, as well as standards for file formats, transmission methods, submission timing, and adjudication. The purpose of this guidance is to standardize invoicing/claiming processes, minimize provider and MCP burden, and promote data quality to support accurate and timely payments.

MCPs should use the standardized billing and invoice data for four purposes:

1. To pay ICF/DD home providers
2. To submit compliant encounters for submission to the State of California Department of Health Care Services (DHCS)
3. Support population health management
4. Support quality of care

MCPs must ensure responsibilities outlined in this guidance are satisfied by any delegated entities.

Training, Technical Assistance, and Secure Transmission

MCPs are expected to provide contracted ICF/DD home providers with instruction, training, and technical assistance to support billing information transmissions covered in this guidance. DHCS strongly recommends MCPs work collaboratively to develop

common templates or centralized billing services (e.g., portals) for the transmission of this information.

Next Steps and Further Information

This guidance has been developed to address an identified CalAIM need, confirmed by MCP and Provider feedback in public comments. **DHCS will continue to work closely with stakeholders and may revise guidance in response to market experience after launch.**

Submission Guidance

Eligible Providers

MCPs must accept invoices from ICF/DD, ICF/DD-H, and ICF/DD-N home providers that do not have the technical capabilities to generate and submit ANSI ASC X12N 837P/I claims. If a MCP and an ICF/DD home provider mutually agree to share invoice information using a different format, standard, or transmission method than what is described in this guidance, they may do so, though MCPs may not exclude ICF/DD home providers from their networks due to an inability to consume, use, or exchange information beyond what is described.

Data Elements

For ICF/DD home providers that cannot submit standard claims, MCPs must require the submission of the following invoice data elements. Data elements are defined by DHCS encounter data reporting standards, unless otherwise specified. Data must be reported in the following sequence, unless otherwise agreed to by MCP and ICF/DD home provider. MCP data requests may not extend beyond what is required in this guidance, unless mutually agreed to with the ICF/DD home provider.

ICF/DD home provider invoice submissions may only include individual ICF/DD home services (stays) rendered on a single day for a single Member.

Table 1. ICF/DD Home Provider Information

Data Element	Required/Optional
Billing provider National Provider Identifier (NPI)	Required
Billing provider Tax Identification Number (TIN)	Required
Billing Provider Name	Required
Billing Provider First Name	Optional
Billing Provider Last Name	Optional
Billing Provider Phone Number	Required
Billing Provider Address	Required
Billing Provider City	Required

Data Element	Required/Optional
Billing Provider State	Required
Billing Provider Zip code	Required
Rendering Provider NPI	Optional
Rendering Provider TIN	Optional
Rendering Provider Name	Required
Rendering Provider First Name	Optional
Rendering Provider Last Name	Optional
Rendering Provider Phone Number	Required
Rendering Provider Address	Required
Rendering Provider City	Required
Rendering Provider State	Required
Rendering Provider Zip code	Required

Table 2. Member Information

Data Element	Required/Optional
Member Client Identification Number	Required
Medical Record Number	Optional
Member First Name	Required
Member Last Name	Required
Member Homelessness Indicator	Optional
Member Residential Address	Required
Member Residential City	Required
Member Residential Zip code	Required
Member Date of Birth (format MM/DD/YYYY)	Required

Table 3. Service and Billing Information

Data Element	Required/Optional
Primary Payer Identifier	Required
Payer Name	Required
Procedure Code	Required
Accommodation Code	Required
Service Start Date	Required
Service End Date	Required
Service Name	Required
Service Unit Count (days)	Required
Place of Service	Required
Member Diagnosis Code(s)	Required
Service Unit Cost(s)	Required
Invoice Total Amount	Required

Table 4. Administrative Information

Data Element	Required/Optional
Invoice Date (format MM/DD/YYYY)	Required
Invoice Number	Required
Control Number	Optional
Authorization Number	Required

File Format

MCPs must allow ICF/DD home providers to submit invoices as an Excel-based workbook or Web-based form or portal (e.g., provider payment portal) using a MCP-provided template. MCPs and ICF/DD home providers may mutually agree to complete and submit files by another format (e.g., standard CSV files).

MCPs invoice templates must:

- » Be user-friendly, including:
 - » Clear instruction for submission
 - » “Locked” fields to minimize submission errors, including drop-down selection options
 - » Data fields which auto-populate based on previous data element submissions, where feasible
 - » Automatic error checks prior to submission
- » Be consistent — Request data in the same sequence and using the same language as presented in “(2) Data Elements”
- » Allow invoices to include multiple services rendered on a single day by a single Provider for a single Member

Transmission Methods

MCPs must allow ICF/DD home providers to submit invoices through **one** of the following methods:

- » Web-based portal (**strongly preferred**)
- » Secure File Transfer Protocol upload
- » Secure email (*least preferred*)

MCPs must establish invoice transmission methods and processes that allow ICF/DD home providers to easily submit invoices in batches (i.e., simultaneous submission of multiple invoices for multiple Members). ICF/DD home providers may mutually agree to transmit files via another method.

Reporting Frequency

MCPs must require ICF/DD home providers to submit service invoices in the same frequency as billing is submitted.

Adjudication Processes and Return Transmissions

MCPs must process invoices and provide feedback to submitters in alignment with standard health care service plan reimbursements regulations, including:

- » Receipt of submission
- » Error files with actionable guidance for invoice error resolution, if needed

Where resubmissions are required, MCPs must provide ICF/DD home providers with clear instruction and training on the processes to do so. MCPs must have rigorous processes in place to ensure billing information they receive is accurate and complete. MCPs must translate invoices into compliant encounters for regular submission as part of the regular DHCS encounter file collection process.

Secure Transaction Protocols

MCPs and ICF/DD home providers receiving, storing, using, or transmitting personal identifiable information and protected health information must have processes for doing so in accordance with federal and state laws, and agency data privacy and security standards, including but not limited to Health Insurance Portability and Accountability Act, 42 CFR Part II, Confidentiality of Medical Information Act, and state law.

MCPs must have alternative, legally compliant submission processes in-place for when standard secure transmission protocols are not available, and must provide ICF/DD home providers with contact information for staff who can provide timely and responsive technical support.