

CFO Frequently Asked Questions

In an effort to supply information to the providers and their staff, we have compiled some of the most common issues received in the CFO call center. The following composed the most frequently asked questions:

1. If I miss a date of service will the system reduce the amount of billable units authorized?

No. The numbers of billable units are only reduced after a claim has been successfully processed.

2. What is a unit?

A unit is a measure of time - for most authorizations each unit will be composed of 15 minutes.

3. How does the system translate the textual service description on the authorization?

The system receives the authorization from the SPOE and translates the authorization into a 'bucket' of billable units. As the Provider presents successful claims to the CFO the system reduces the number of billable units in the authorization's 'bucket'. A calculator is provided by the CFO for you to calculate the number of billable units in the authorization. It is available at <http://la.eikids.com> under the "Help" tab.

4. What is a duplicate claim?

A payment has already been made for the procedure authorized on the date of service filed on the claim. Verify that the correct date of service and procedure was used to file the claim.

5. What are common authorization number errors?

The authorization numbers are preprinted on the authorization by the CFO. If you submit claims using forms other than what is provided by the CFO or submit paper HCFA forms - please make sure the authorization number is complete and in the correct format (A012345678-9).

NOTE: Avoid using an authorization that has been discontinued. Notifications will be sent if an authorization is cancelled.

6. What is Denial Reason 12, "Authorized procedure limit exceeded"?

This denial reason states that the number of units authorized for the procedure has been exceeded. This Denial Reason is also used if the dollar amount is exceeded on a claim for Assistive Technology.

NOTE: Other Denial Reasons:

- Denial Reason 11 "Procedure code given not authorized". The procedure performed was inconsistent with the procedure claimed. Please verify that the procedure code is the same on the claim as on the authorization form.
- Denial Reason 4, "Not authorized on dates indicated". The date of service on the claim was inconsistent with the date or date range authorized. Please verify that the date of service given is within the date range on the authorization for the procedure being billed.

7. What missing information causes a claim rejection?

A missing authorization number or provider account number will cause a claim rejection. NOTE: These numbers are available on the authorization.

8. Are there any common problems with provider account numbers?

Make sure the provider account number is complete and in the correct format. NOTE: The provider account number should be correct on the authorization and match what is submitted on the claim.

9. What errors frequently cause line item rejections?

Denial Reason 15 - "No intensity provided in minutes" or the number of minutes claimed was not recorded on the claim

Denial Reason 17 - "No charges provided" or the claim did not contain the amount billed

Denial Reason 11 - "Procedure code given not authorized" or procedure claimed was not authorized

Denial Reason 4 - "Not authorized on dates indicated" or the date of service was not in the date range authorized.

10. Where will I find the procedure code to file on the claim?

Claim procedure code must match the Authorization procedure code or the line item will reject. Refer to the authorized procedure code to ensure payment of the line item.

11. How important is the provider specialty?

Each line item is checked to ensure the authorized provider performed the services. The provider specialty is validated and must be active for the date of service submitted on the claim.

12. What other reasons could cause my claim to be denied?

Denial Reason 5 - "Child not eligible for program".

Make sure the correct date of service is used. This date is critical for correct payment and could be related to many denial reasons.