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PPR NEWS: How PPR obtains payment information from carriers

Our clients have been asking if we receive 'eobs' from Medicare, Blue Shield, Medicaid and HAP. PPR does not receive EOBs, but rather an ANSI 835 payment file containing data for ALL of our clients. Our system electronically posts the payments to each client/patient's account. Each payment amount, source of payment, date of service and patient name appears on your Activity Report.

If you prefer to actually see the EOBs from the carriers, please call PPR and we can walk you through instructions for printing them directly from the insurance carriers' WEBSITE.

Many commercial carriers notify you of payments, but do not send electronic payments files to PPR. Please obtain those eobs from the carriers' websites and forward them to us so we can post the account promptly, thereby avoiding rebills and follow up on accounts that are already paid.

REIMBURSEMENT NEWS: McLaren Health Plan Medicaid payments through Pay Plus

McLaren has transitioned Medicaid payments to Pay Plus for e-Payment issuance. If you currently receive electronic payments through Pay Plus there are no set-up requirements or changes necessary. Remittance information is available through the Pay-Plus web portal. If you have any questions contact Pay-Plus Customer Service at (877) 828-8770.

ICD-10 NEWS: Are you receiving requests for records on injury-related claims?

Most payers will deny injury-related claims until the cause of injury can be determined – in hopes that another agency (employment, MVA, homeowners), will be responsible for the claim. The details of the accident can be provided through accurate ICD-10 diagnosis coding. By selecting a diagnosis from Chapter 20 – External Causes of Morbidity (V00-Y99) on the original claim in addition to a diagnosis from Chapter 19 – Injury, Poisoning and Certain Other Consequence of External Causes (S00-T88), most denials of this nature can be avoided.

PRIMARY CARE NEWS: Advance Care Planning as optional element of Annual Wellness Visit (AWV)

Primary care providers will be happy to know that deductible and coinsurance are **waived** when the ACP is furnished as an optional element of the AWV. For further explanation, please visit:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9271.pdf>