

Claim Trouble Shooting Guide

Indiana Vocational Rehabilitation Claim Payment System

Use the following guide to trouble shoot problems with claims. If your issue is not addressed in the following guide, contact the Customer Service Center: 1-833-475-3061.

Problem	Questions to ask.	What's going on?	What should you do?
Problems entering and saving a claim?	Is the end date over 90 days ago?	Claims must be submitted within 90 days of the end of service date.	This claim cannot be submitted without contacting your VRCC.
	Are the claim begin and end dates outside of authorization dates?	Claim begin and end must be within authorization dates.	Amend the dates on the claim or contact your VRCC.
	Do the dates overlap for multiple claim items on the authorization?	When dates overlap for claims for the same authorization line item, an explanation in the 'claim item notes' field is required.	If dates for this service overlap, provide an explanation in the notes field for the claim item notes.
	Are the units entered greater than authorized?	Service/Product units must be within what was authorized.*	If the amount entered for this line item is more than authorized, correct the amount entered or contact your VRCC.
	Is the rate entered greater than authorized?	Service/Product unit rate must be equal to or less than the authorized unit rate.*	If the amount entered for this line item is more than authorized, correct the amount entered or contact your VRCC.
	Did you press 'Save' for the whole claim, rather than 'save changes' for the claim item?	When developing a claim item, clicking 'save' at the claim level doesn't work.	Exit the screen and come back to in to re-enter the information and continue editing.
Problems submitting a claim?	Did you create the claim?	Only the user who created the claim can submit the claim.	The user who created the claim can submit the claim. If this isn't possible, contact your VRCC.
	Are you submitting a claim for a product?	All claims need a beginning and end date. If the claim is a product, enter the delivery date of the item as the begin and end date.	If the claim is for a product, enter the delivery date of the item as the begin and end date.
	Does the claim include a product over \$50?	When the user enters a procedure code with a claim over \$50, proper documentation must be uploaded.	Please upload the proper documentation, including the receipt of goods. Contact your VRCC with questions.

Problem	Questions to ask.	What's going on?	What should you do?
	Is the amount on the service line more than what was authorized?	The claim amount on the VR service line cannot be greater than authorization amount.	If the total entered for this line item is more than authorized, correct the amount entered or contact your VRCC.
	Is the rate or units greater than what was authorized?	The Service/Product Rate or Service/Product Unit cannot be more than the authorized unit amount or unit quantity on the authorization service line without CPT codes.	If the amount entered for this line item is more than authorized,* correct the amount entered or contact your VRCC.
Trying to delete a claim, but it's not working?	Did you create the claim?	Only the user who created the claim can delete the claim.	The user who created the claim can delete the claim. If this isn't possible, contact your VRCC.
	What's the claim status?	If a claim is approved, in process, or paid, it cannot be deleted.	If a claim is in an approved, not approved, in process or paid status it cannot be deleted.
	Trying to remove a claim?	If a claim is approved, in draft, in process or paid, it cannot be removed.	Approved, draft, in process, or paid status claims cannot be removed.
	Did you press 'Remove' for the claim item, rather than 'delete' for the whole claim?	Clicking 'Remove' on the claim item line will remove the line item. Clicking 'Delete' at the bottom right corner of the Claim Information screen deletes the whole claim.	If the user needs to delete a line item, press 'Remove'. If the user needs to delete the entire claim, press 'Delete'.
Problems entering a claim with a CPT code?	Do I have a Waiver for Medical Service(s)?	In certain situations, VR may authorize a waiver for a medical service rate. If this has occurred, it will populate in the authorization information.	"Wavier for Medical Service(s)" will populate if the waiver has been added to the authorization.
	There are CPT code(s) for a VR Service line and there is no waiver for medical services	User attempts to increase the Service/Product Rate.	The rate entered cannot be greater than Medicaid rate.
	Is the Medicaid rate for the CPT code \$0?	If the CPT code has a Medicaid amount of zero dollars, enter an Invoice Amount for that CPT code.	You will see the following message: <i>"You have entered a CPT code(s) where the Medicaid Rate is 90% of your invoiced amount. Your claim has been adjusted to reflect the rate for these code(s)."</i> The Medicaid Rate for this service is \$0. Enter the invoiced amount for service.
	Can't increase the units for a VR service line with CPT codes?	Units x Rate must be less than the total authorized amount.	If there are CPT codes for a VR Service line, the Service/Product units can be more than the authorized units.

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	Was the rate entered above the Medicaid rate?	Medicaid rates may only be decreased.	Medicaid rates may only be decreased. Please correct the amount entered or contact the VRCC.

*There are exceptions when entering a claim with a CPT code. When entering CPT codes, users can increase the units if the total service/product amount is not greater than the authorization line amount.