

## ATR Ohana Claims for Payment and Batching

ATR Ohana providers shall designate a single individual who is responsible to submit batched claims for payment through WITS. This individual shall be the Fiscal Designee for ATR Ohana related fiscal actions in WITS.

ATR Ohana providers shall assign a back-up individual who is able to submit batches in the event that the Fiscal Designee is occasionally unavailable to submit batches (vacation or other out of office situations).

ATR Ohana provider claims for payment shall be released for billing in WITS during the activation period of the authorization for services. The authorization period is thirty (30) consecutive calendar days from the date that the authorization was created. Claims for payment shall be submitted via the WITS Encounter Note. Encounter Notes not released for billing within the activation period of the Authorization for the service will not be paid. Authorizations that expire will not be reopened. Funds unexpended during the active period of the Authorization will be released back to WITS for redistribution to other WITS Authorizations and claims for payment for ATR Ohana clients.

The ATR Ohana provider Fiscal Designee shall review their agency's WITS claims for payment at agency level to assure all claims released for billing are authorized and documented appropriately and completely.

- Recommendation is for agency to utilize internal quality assurance (QA) reviews to assure that all claims for payment submitted by that agency's staff are appropriate and are completely documented in WITS.

The ATR Ohana provider Fiscal Designee shall review all claims for payment that are inappropriate, such as duplicated, insufficiently documented, or claims for payment that exceed MOU and Exhibit limitations service category limits, or client caps of funds for services and shall reject those claims back to the provider staff that submitted the Encounter Note at the agency level. Inappropriate claims for payment shall not be included in claims for payment that are batched for adjudication.

The ATR Ohana provider Fiscal Designee shall submit batched claims to WITS one (1) time weekly.

- Recommendation is for agency to batch on Fridays.

Once claims for payment are batched, the Fiscal Designee must submit the batch via WITS by completing the "Bill It" action in WITS. Once batching and Bill It actions have been completed in WITS by the Fiscal Designee, the Fiscal Designee shall send a notification e-mail to the ATR Fiscal Coordinator, Mike Palma at [Mike.Palma@doh.hawaii.gov](mailto:Mike.Palma@doh.hawaii.gov) with a copy to the ATR Project, Director, Bernie Strand at [Bernie.Strand@doh.hawaii.gov](mailto:Bernie.Strand@doh.hawaii.gov) with the subject line of the e-mail "Week XX billing complete". This will alert the ATR Fiscal Coordinator that the week's batching has been completed in WITS. The notification e-mail shall include:

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- Statement reporting that “Billing for the week of XX is complete and ready to process,”
- Agency name,
- Name of individual who batched (Fiscal Designee, or assigned back-up person),
- Date batch was submitted in WITS,
- The number of batches,
- The batch numbers, and
- Total dollar amount batched for that week.

Batches submitted by the Fiscal Designee are held in queue overnight by WITS, so the batch will not show up for WITS adjudication by the ATR Fiscal Coordinator until the following business day.

For purposes of processing ATR Ohana batches of claims for payment, all batched claims for payment submitted from Monday through and including Sunday will be considered one (1) period of weekly billing.

Approximately every 2 weeks, the ATR Fiscal Coordinator will process batches submitted on the two (2) previous Fridays. This WITS process, termed “Adjudication” does not imply that final quality assurance adjudication has occurred on claims for payment that are processed. Quality assurance adjudication on claims for payment submitted by ATR Ohana providers shall occur across the lifetime of the ATR Ohana grant.

- Adjudication will take place on Monday of those weeks.

ATR Fiscal Coordinator will compare notification e-mails from each agency that has submitted batches for the previous two (2) Fridays, against the WITS batches that are awaiting review.

ATR Fiscal Coordinator will send a confirmation e-mail to the agency’s Fiscal Designee to confirm total billing amounts and/or discrepancies between the information provided by the Fiscal Designee regarding the number of batches awaiting review, batch dates, batch numbers, or total dollar amounts batched for that agency.

- Frequent and random QA of batches awaiting review will occur by the ATR QA Monitor. Claims or batches denied for payment as a result of QA review will be rejected back to the provider, with written explanation provided in the WITS record.
- Rejected claims or batches may be resubmitted for adjudication when all required corrections have been completed by the provider, and payment of these claims is contingent upon the appropriateness of the claim and remaining funds being available within the client’s expenditure cap.
- Batches of claims that are accepted will be processed for adjudication by the ATR Fiscal Coordinator.

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Once the ATR Fiscal Coordinator accepts an agency's batch, WITS will generate an automated e-mail notification to the Fiscal Designee to notify that agency that claim batch has been accepted and adjudication will take place thereafter.

- If the agency does not identify a Fiscal Designee, no WITS automated e-mail to the agency will be generated.

The ATR Fiscal Coordinator will confirm that all claims and batches adjudicated are paid. The ATR Fiscal Coordinator will investigate any instances where the amount paid on a batch does not reconcile with amount adjudicated, or where claims submitted in a batch are not paid. The ATR Fiscal Coordinator will notify provider of all instances where amount paid on a batch does not reconcile with amount adjudicated.

The approximate process time to receive check payment based on processed claims for payment submitted via WITS is estimated to be three (3) to four (4) weeks after WITS adjudication process has been completed by the ATR Fiscal Coordinator. In special circumstances, the process time may take as long as 6 weeks. Initial check payment to the ATR Ohana provider may require additional fiscal approval and purchase order processes that may add as much as twelve (12) weeks on to the payment process.

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