

Job Aid

Inpatient Crossover Claim Submission

In this simulation, the user imitates a real-world process or activity. Please read the instructions thoroughly and follow all directions.

Starting December 18, 2023, providers will have access to their portal account for up to 1 year from the date of termination. Claims for services provided before the termination effective date may be submitted for processing as well as adjustments or voids. Claims for services provided on or after the termination date will be denied.

Review the Steps to Submit an Inpatient Crossover Claim

Steps		Description						
Step 1	Login to the Portal. The Po	Login to the Portal. The Portal Home screen Displays.						
	MISSISSIPPI DIVISION OF MEDICAID	Search Medicaid:						
	Home Eligibility Claims Care Management Patient Health History Files Exchange Resources Contact Us Home Wednesday 11/30/2022 04:31 PM CST							
	Provider Name Location	Role IDs V Taxonomy						
	User Details	AFCA	Sign Up to Receive News					
	<u>My Profile</u>		Secure Correspondence					
	Manage Accounts	Welcome Health Care Professional!	Latest News					
	Provider	We are committed to make it easier for physicians and other providers to perform	Late Breaking News					
	Name	submit claims, our secure site provides access to benefits, answers to nequency	Provider Bulletins UM/QIQ					
	Provider ID Location ID		Report Fraud					
	<u>Characteristics</u>							
	Provider Services							
	Member Focused Viewing							
	Search Payment History							
	Affiliated Providers <u>340B Program Information</u>							
Step 2	- ·	iew how to submit an Inpatient Crossover Claim ir on the menu bar. A list of claim types displays be n Inst .						



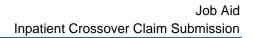
Steps	Description
	Home Eligibility Claims Care Management Patient Health History Files Exchange Resources Construction Search Claims Submit Claim Dental Submit Claim Inst Submit Claim Prof Submit Claim Pharm Search Payment History Claims > Submit Claim Inst
Step 3	The Portal displays the "Submit Institutional Claim": Step 1 page. Select Claim Type Crossover Inpatient. Submit Institutional Claim: Step 1 Indicates a required field. Claim Type Crossover Inpatient
Step 4	Complete the Provider Information section. NOTE: There will be information already generated in this section. Complete additional fields if applicable to the claim the user is submitting. Provider Information If Surgical Procedure Code(s) are to be submitted with the claim, an Operating Provider ID is required. Billing Provider ID ID Type NPI Name Taxonomy Attending Provider ID ID Type NPI Name Taxonomy Operating Provider ID ID Type NPI Name Taxonomy ID Type NPI Name Taxonomy ID Type NPI Name Taxonomy ID Type NPI Name ITaxonomy ID Type NPI Name ITAXONOM ID I
Step 5	 Complete the Member Information section. NOTE: Once the user enters a Member ID, the system generates the remaining fields in this section. Verify the fields populate correctly. Member Information Information First Name Birth Date Address Line 2 City State Visit Code 9 Display Code 9<
Step 6	 Complete the Claim Information section. NOTE: The "Include Other Insurance" box is grayed out on Medicare Crossover Claim Type. NOTE: Everything with a red asterisk * must be completed.



Steps	Description
	Claim Information
	*Covered Dates @ 12/05/2022 Image: Participate information? *Admission Date/Hour @ 12/05/2022 Image: Participate information? *Admission Type @ Admission Source @ *Admission Type @ *Type of Bill @ Patient Number Authorization Number *Does the provider accept assignment for claim processing? *Are benefits assigned to the provider by the patient or their authorized @ *Does the provider have a signed statement from the patient releasing @ *Does the provider have a signed statement from the patient releasing @ *Lie other Insurance
Step 7	 Complete the Medicare Crossover Details section. Review all sections on Submit Institutional Claim: Step 1 page. If all the information entered is correct click Continue to move on to Step 2. Medicare Crossover Details Deductible Amount 1,000.00 Co-insurance Amount 0.00 *Medicare Payment Date 0 12/09/2022 R Copay Amount 0.00 Allowed Medicare Amount \$0.00
Step 8	Medicare Payment Amount 150.00 Continue Cancel The Portal displays the "Submit Institutional Claim": Step 2 page. The previous information entered in step 1 will display at the top of the page in step 2.
	Review the previously submitted information and scroll down. Submit Institutional Claim: Step 2 Indicates a required field. Claim Type Crossover Inpatient Provider Information Rilling Provides ID ID Type AID Name
	Billing Provider ID ID Type NPI Name Taxonomy Patient and Claim Information Member ID Member ID Member ID Gender Birth Date Total Charged Amount Covered Dates Admission Date/Hour Admitting Diagnosis Type Admitting Diagnosis Medicare Crossover Details Co-insurance Amount \$0.00 Blood Deductible Amount \$1,000.00 Co-insurance Amount \$0.00 Blood Deductible Amount \$0.00 Medicare Payment Date 12/05/2022 Copay Amount \$0.00 Allowed Medicare Amount \$1,150.00
Step 9	• Enter the Diagnosis Code then click Add . Repeat to add more than one Diagnosis code.



Steps	Description						
	NOTE: Everything with a red asteris applicable to the claim.	sk * needs to be filled out and mu	st be completed if the section is				
	Diagnosis Codes						
	Select the row number to edit the row. Click the Remove Please note that the 1st diagnosis entered is considered to						
	# Diagnosis Type	Diagnosis Code	Action				
	▲ 1 *Diagnosis Type ICD-10-CM ∨	*Diagnosis Code 0					
	Add						
Step 10	• Enter the External Cause of In NOTE: Everything with a red asteris	jury Diagnosis Codes if applica sk * must be completed if the sec					
	External Cause of Injury Diagnosis Codes						
	Select the row number to edit the row. Click the Remove	link to remove the entire row.					
	# Diagnosis Type External Cause of Injury Diagnosis Code Action 1						
	Add Reset						
<u> </u>		-					
Step 11	Scroll down to the Other Insurance NOTE: If there is other insurance in	-	is out of data, click the Pamava				
	button under the Action column.	ionnation already populated that	is out of date, click the Remove				
	• Select the Plus Sign to add an	y other insurance.					
	Other Insurance Details						
	Enter the carrier and policy holder information below.						
	Enter other carrier Remittance Advice details here for the Details section.	claim or with each service line. Enter adjusted payment d	etails, such as reason codes, in the Claim Adjustment				
	NOTE: Please click Remove to discard any unrelated "Oth	ner Insurance", prior to submitting claim.					
			Refresh Other Insurance COB Payer Paid				
	Carrie Carrie Carrie Click to add a new other insurance.	r Code Group #	Amount Remittance Date Action				
0. 10							
Step 12	The required fields to be completed the Claim Filing Indicator dropdov	vn.					
	Select 16 (Medicare Part C), MA (I Indicator and the additional fields w		are Part B) for the Claim Filing				
	Anything selected other than 16, Ma Insurance Details section.	A, or MB will require additional fie	elds to complete the Other				
		n the Claim Filing Indicator dro	pdown.				
	• Select Add Insurance.						





Steps	Description								
	Other Insurance Details Enter the carrier and policy holder information below. Enter other carrier Remittance Advice details here for the claim or with each service line. Enter adjusted payment details, such as reason codes, in the Claim Adjustment Details section. NOTE: Please click Remove to discard any unrelated "Other Insurance", prior to submitting claim.								
	Refresh Other Insurance								
	# Carrier Name Carrier Code Group # COB Payer Paid Amount Remittance Date Action								
	Click to collapse.								
	*Claim Filing Indicator MB-Medicare Part B								
	Add Insurance Cancel Insurance								
Step 13	Other Insurance displays on line #1 for Medicare Part B.								
	Click the plus sign to add another Other Insurance.								
	Other Insurance Details								
	Enter the carrier and policy holder information below.								
	Enter other carrier Remittance Advice details here for the claim or with each service line. Enter adjusted payment details, such as reason codes, in the Claim Adjustment								
	Details section.								
	NOTE: Please click Remove to discard any unrelated "Other Insurance", prior to submitting claim.								
	Refresh Other Insurance								
	# Carrier Name Carrier Code Group # COB Payer Paid Amount Remittance Date Action								
	Claim Filing Indicator: 'Medicare Part B' Remove								
	Click to add a new other insurance.								
Step 14	Select LM-Liability Medical for the Claim Filing Indicator. The additional fields display once the								
Step 14	selection is made.								
	Complete the additional other insurance fields that are required.								
	 Link to Carrier Codes 								
	• Complete sections Outpatient Adjudication Information and Inpatient Adjudication Information if applicable.								
	Once all the information is entered click Add Insurance.								
	NOTE: Everything with a red asterisk * must be completed if the section is applicable to the claim.								



Steps	Description							
	Ot	her Insurance Details					-	
	Ent	ter the carrier and policy holder inf	ormation below.					
	Enter other carrier Remittance Advice details here for the claim or with each service line. Enter adjusted payment details, such as reason codes, in the Claim Adju Details section. NOTE: Please click Remove to discard any unrelated "Other Insurance", prior to submitting claim.							
						Refresh Other	Insurance	
1	# Carrier Name Carrier Code Group # COB Payer Paid Amount Remittance Date						Action	
1	1	Claim Filing Indicator: 'Medicar	re Part B'				Remove	
	E	Click to collapse.						
		*Claim Filing Indicator	LM-Liability Medical	~				
		*Carrier Name		*Carrier Code				
		*Subscriber Last Name		*First Name				
		Subscriber Address						
		City		State		~		
		Zip Code e		Country		~		
		*Group #						
		Group Name						
		*Payer Responsibility	~	*Relationship to Subscriber	 \	•		
		*COB Payer Paid Amount	0.00	*Remittance Date 🔒		_		
		Remaining Patient Liability						
		*Release of Information	~					
		Assignment of Benefits	Y					
	u						I	



Steps			Description			
	Outpatient Adjudication Informat	ion				
	Reimbursement Rate		Claim HCPCS Payable Amount			
	Remark CoMS 1					
	Remark Code 2					
	Remark Code 3					
	Remark Code 4					
	Remark Code 5		Non-payable Professional Component Amount			
	Claim ESRD Payment Amount					
	Inpatient Adjudication Informatio	'n				
	Lifetime Psychiatric Days		Claim DRG Amount			
	Remark CoMS 1					
	Claim Disproportionate Share		Claim MSP Pass-through			
	Amount Claim PPS Capital Amount		Amount			
			PPS-Capital FSP DRG Amount			
	PPS-Capital HSP DRG Amount		PPS-Capital DSH DRG Amount			
	Old Capital Amount		PPS-Capital IME Amount			
	PPS-Operating Hospital		Cost Report Day Count			
	Specific DRG Amount PPS-Operating Federal		Claim PPS Capital Outlier			
	Specific DRG Amount		Amount			
	Claim Indirect Teaching		Non-payable Professional			
	Amount Remark Code 2		Component Amount			
	Remark Code 3					
	Remark Code 4					
	Remark Code 5					
	PPS-Capital Exception Amount					
	Add Insurance	ancel Insurance				
Step 15	insurance sub-pane		-			
	NOTE: Users can only v anything other than 16 (MUST click on the numb	Medicare Part C), MA	(Medicare Part A), or	MB (Medicare		
	Other Insurance Details					_
	Enter the carrier and policy holder info	ormation below.				
	Enter other carrier Remittance Advice Details section.	details here for the claim or with each	service line. Enter adjusted payment	details, such as reason	codes, in the Claim Ad	ljustment
	NOTE: Please click Remove to discar	d any unrelated "Other Insurance", pri	or to submitting claim.			
					Refresh Other	Insurance
	# Carrier Name	Carrier Code	Group #	COB Payer Paid Amount	Remittance Date	Action
	1 Claim Filing Indicator: 'Medicar	e Part B'				<u>Remove</u>
	2 test	test	test	\$0.00	11/30/2022	Remove
	Click to add a new other insurance	2.				
Step 16	Scroll down to the Other	r Insurance Reason s	section.			



	MISSISSIPPI DIVISION OF
5	MEDICAID

Steps		Description								
	Fill out the Other Ins	urance Reasons section and seelct Add Re	ason.							
		l asterisk * must be completed if the section		to the cla	aim.					
	Other Insurance Reasons	·								
	You can enter up to five unique group codes.	You can repeat six combinations of reason code and adjustment amount with	th each group code.							
	Click the Remove link to remove the entire row.									
	# Group Code Reason Amount Units of Service Action									
	Click to collapse.									
	*Group Code	~								
	*Reason e									
	*Amount 0.00	Units of Service								
	Add Reason Cancel Rea	<u>500</u>								
	Once the Other Insu section.	rance Reasons are added click Save Insur	ance and mo	ove on to	the next					
	Other Insurance Reasons									
		You can repeat six combinations of reason code and adjustment amount	with each group code	e.						
			5 1							
	Click the Remove link to remove the entire	row.								
	# Group Code	Reason	Amount	Units of Service	Action					
	1 PR-Patient Responsibility	36-Balance does not exceed co-payment amount.	\$1.00		<u>Remove</u>					
	Save Insurance Cancel L	isurance								
Step 17	Enter the Condition Co	des information if applicable then click Add.								
5.0p 17		l asterisk * must be completed if the section		to the cla	aim					
	Condition Codes									
	Click the Remove link to remove the entire	row.								
	#	Condition Code			Action					
	1									
	1 *Condition Code									
	Add									
	Add Reset									
Step 18	• Enter the Occurrence O	odes information if applicable then click Ad	d							
5.00 10		l asterisk * must be completed if the section		to the cl	aim.					
					a					



Steps	Description							
	Occurrence Codes					-		
	Select the row number to edit the row. Click the Remove link to remove the	entire r	pw.					
	# Occurrence Code		From Date	To I	Date	Action		
	1			-				
	1 *Occurrence Code 😝		*From Date 🛛	To D	oate 😝 📃			
	Add							
Step 19	• Enter the Value Codes information if app NOTE: Everything with a red asterisk * must b			is applical	ble to the cl	aim.		
	Value Codes			ie appliea				
	Select the row number to edit the row. Click the Remove link to remove the	e entire	row.			_		
	# Value Cod	e		An	nount	Action		
	1							
	1 *Value Code e		*Amount					
	Add Reset							
Step 20	Enter the Surgical Procedures information	on if a	applicable then click	Add.				
	NOTE: Everything with a red asterisk * must b		••		ble to the cl	aim.		
	Review all sections on Submit Institution	al Cla	aim: Step 2 page. If a	all the infor	mation is c	orrect click		
	Continue to move on to Step 3.							
	Surgical Procedures Select the row number to edit the row. Click the Remove link to remove the	ne entire	row.					
	Please note that the 1st surgical procedure code entered is considered to b			Code.				
	# Surgical Procedure Type		Surgical Procedure Code		Date	Action		
	1				-			
	1 *Surgical Procedure Type ICD-10-PCS ✓ *S *Date⊕	Gurgical	Procedure Code д					
	Add Reset							
	Back to Step 1			Conti	inue Cancel			
Step 21	The Portal displays the "Submit Institutional C			evious info	ormation en	tered in		
	step 1 and step 2 is displayed at the top of the		•					
	Scroll down to view the additional section:			- 4h				
	NOTE: Click the Plus and Minus for each section to expand and collapse the section.							



Steps			Descrip	tion		
	Submit Insti	tutional Claim: Step 3				?
	* Indicates a r	required field.				
			Claim Type Crossover Inpatient			
	Provider Info	rmation				
	Provider Init	Billing Provider ID	ID Type NPI	Name		
			io type ner	Hume		
		Taxonomy				
	Patient and (Claim Information				
		Member ID		Candar		
		Member Birth Date	Total	Gender Charged Amount		
		Covered Dates		ission Date/Hour		
	Admi	tting Diagnosis Type	Adı	mitting Diagnosis		
	Medicare Cro	ssover Details				
		Deductible Amount \$1,000.	00	Co-insurance Amount \$0.0	00	
	Blood	d Deductible Amount \$0.00		Medicare Payment Date 12/0	05/2022	
		Copay Amount \$0.00		Allowed Medicare Amount \$1,1	150.00	
	Medica	are Payment Amount \$150.00				
					Expar	nd All Collapse All
	Diagnosis Co			and the		-
			nsidered to be the principal (primary) Diag			ΡΟΑ
		jnosis Type	Diagnosis			PUA
		CD-10-CM	R071-CHEST PAIN (JN BREATHING		
	Other Insura	nce Details				-
	#	Carrier Name	Carrier Code	Group #	COB Payer Paid	Remittance Date
					Amount	
		iling Indicator: 'Medicare Part B'				
	2 test		test	test	\$0.00	12/05/2022
Step 22	 Fill out 	the required inform	nation for the Service De	tails section		
0.0p		•	been completed, click Ad			
	Service Deta					
			e Remove link to remove the entire row.			<u> </u>
	Svc #	Revenue Code	HCPCS/Proc Code	From Date To Date	Units Charge Amo	unt Action
	1					
	1 *Revenue	Codee	нс	PCS/Proc Code 🛛		
		Modifiers				
		rom Date 🛛	To Date e	The second secon	Unit Type Unit 🗸	
	Char	ge Amount				
		Add Boset				
		Add Reset				
Step 23	 Click the second second	ne plus sign in the	Attachments section to a	attach a copy of the E	OMB.	



Steps	Description						
	Attachments						
	Click the Remove link to remove the entire ro	w.					
	# Transmission Method	File	Control #	Attachment Type	Action		
	➡ Click to add attachment.						
	Back to Step 1 Back to Ste	p 2		Submit Cancel			
Step 24	 Select FT-File Transfer or NotSpecified-Not Specified from the Transmission Method dropdown. This selection affects the fields that display. Crossover Claims require the Explanation of Medicare Benefits (EOMB) to be attached. If other insurance information was added the Explanation of Benefits (EOB) for that carrier must be 						
	attached.						
	Attachments must be in F						
	 Complete the additional r NOTE: Everything with a red 	equired fields for this sect			aim		
	Attachments						
	Click the Remove link to remove the entire ro	w.					
	# Transmission Method	File	Control #	Attachment Type	Action		
	Click to collapse.						
	*Transmission Method FT-File	Transfer 🗸					
		e File No file chosen					
	*Attachment Type Description			~			
	Add Cancel						
	Back to Step 1 Back to Ste	:р 2		Submit Cancel			
	If the user selects NotSpecific Number (ACN) in the Control		ansmission Meth	nod, add an Attachmer	nt Control		
	NOTE: Users must create a un NotSpecified-Not Specified a accompany each EOMB and Attachments section. The <u>Cla</u> <u>Medicaid</u> .	s the Transmission Metho must identify the Provider	d. In addition, a C NPI and ACN as	Claim Attachment Forn it was entered in the	n must		



Steps	Description											
	Attachments											
	C	Click the Remove link to remove the entire row.										
	#	# Transmission Method		File	Control #	Attachment Type	Action					
	1	1 FT-File Transfer		Medicare EOMB.pdf (36K)	20221202122716197843	Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payor)	<u>Remove</u>					
	E	Click to collapse.										
		*Transmission Method NotSpecified-Not Specified V										
			*Control #									
			*Attachment Type Description			v						
	-											
	p 25 The attachments display in the Attachments section. Review the information entered for Step 3 and click Submit.											
Step 25												
	Attachments											
	Click the Remove link to remove the entire row.											
	#	ŧ	Transmission Method	File	Control #	Attachment Type	Action					
	1		FT-File Transfer	Medicare EOMB.pdf (36K)	20221202122716197843	Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payor)	<u>Remove</u>					
	2	2	NotSpecified-Not Specified	=	123	Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payor)	<u>Remove</u>					
	Click to add attachment.											
	Back to Step 1 Back to Step 2 Submit Cancel											
Step 26	The	P	ortal takes the user to t	he Confirm Institutional	Claim page.							
	Review all the information entered for this claim. Click the plus and minus to expand and											
	 section. Expand All and Collapse All to expand and collapse all the sections at once. At the bottom of the page, select Back to Step 1, 2, or 3 to go back and edit the information entries claim. Once reviewing the claims information entered has been completed, click Confirm to conficial claim submission. 											
							tered for					
							rm the					



		Descr	iption			
ſ	Confirm Institutional Claim					
		rm if you want to assure you view the claim as y	ou entered it. After confirmation, Print Previ	ew may reflect changes as the claim has		
	Claim Type Crossover Inpatient Provider Information					
	Billing Provider ID	ID Type N	PI Name			
	bining Provider 10	ib type h	nume			
	Taxonomy					
	Institutional Provider ID	ID Type N	PI Name			
	Taxonomy					
	Attending Provider ID	_ ID Type _	Name _			
	Taxonomy	_				
	Operating Provider ID		Name _			
	Taxonomy Other Operating Provider ID		Name			
	Taxonomy		Name _			
	Member Information					
	Member ID Member		Gender			
	Birth Date		Gender			
	Address					
	Address Line 2					
	City					
	State		Zip Code			
	Claim Information					
	Covered Dates	12/05/2022 - 12/06/2022	Admission Date/Hour 12/05	2022 - 05:48		
	Admission Type		Admission Source			
	Admitting Diagnosis Type	ICD-10-CM R071-CHEST PAIN ON BREATHING	Discharge Hour 10:27 Type of Bill 111-H	osp Inpt-Incl Mcr A		
		01-DISCHARGED TO HOME OR SELF CARE (ROUTINE DISCHARGE)	Authorization Number _	sp inpend for A		
	Patient Number					
	Does the provider	accept assignment for claim processing?	'es			
	Are benefits assigned to the p	rovider by the patient or their authorized	'es			
	Does the provider have a sig	representative? ned statement from the patient releasing	es			
		their medical information?				
			Total Charged Amount \$0	.00		
	Medicare Crossover Details					
	Deductible Amount	\$1,000.00	Co-insurance Amount \$0.00			
	Blood Deductible Amount		Medicare Payment Date 12/05/2022			
1 1	Copay Amount Medicare Payment Amount		lowed Medicare Amount \$1,150.00			
	recucare Payment Amount	φ150.00				
				Expand All Collapse A		
	Diagnosis Codos					
	Diagnosis Codes					
	Diagnosis Codes Other Insurance Details					
		e Carrier Code	Group #	COB Payer Paid Amount Remittance Da		
	Other Insurance Details		Group #	COB Payer Paid Remittance Da		
	Other Insurance Details # Carrier Name		Group #	COB Payer Paid Remittance Da		





Steps	Description								
	Service Details								
	Svc #	Revenue Code	HCPCS/Proc Code	Mod	From Date	To Date	Units/Type	Charge Amount	
	1	123-ROOM AND BOARD - SEMI-PRIVATE TWO BED - PEDIATRIC			12/05/2022	12/05/2022	4.000 Unit	\$0.00	
	Attachments								
	#	Transmission Method	File		Con	trol #	Attac	nment Type	
	1	FT-File Transfer	Medicare EOMB.pdf (36K)		20221205152949448452		Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payor)		
	2	NotSpecified-Not Specified			123		Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payor)		
	No External Cause of Injury Diagnosis Codes exist for this claim No Patient Reason for Visit Diagnosis Codes exist for this claim No Condition Codes exist for this claim No Occurrence Codes exist for this claim No Value Codes exist for this claim No Superiord Dependence suit for this claim								
	No Surgical Procedures exist for this claim Back to Step 1 Back to Step 2 Back to Step 3 Print Preview Confirm Cancel								
								ncel	
Step 29	29 The Portal returns the Submit Crossover Inpatient Claim: Confirmation page.								
	NOTE: The confirmation page displays. ALL Crossover claims go to a PENDING status to verify the EOMB.							verify the	
	NOTE: If the claim has an attachment with a not-specified transmission method then the Confirmation page has an Attachments Coversheet(s) button for the cover page. NOTE: It is required to mail the attachment after submitting the claim when a not-specified value is selected for the transmission method.							onfirmation	
								value is	
								?	
	The Claim ID is								
	Click Attachment Coversheet(s) to view the claim attachments coversheet(s).								
	Click Print Preview to view the claim details as they have been saved on the payer's system.								
	Click Copy to copy member or claim data.								
		lew to submit a new claim. 'iew to view the details of the submitted cl	aim.						
	Citor View to view the details of the submitted trains.								
	Attachment Coversheet(s) Print Preview Copy New View								



Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	12/12/2022	Gainwell	Initial publication
1.1	12/06/2023	Gainwell	Updated portal access to inactive providers date of termination based on CR 2278.
1.2	04/19/2024	Gainwell	Updated an image and some verbiage in steps 6, 14, 15,16, 23 and 24.