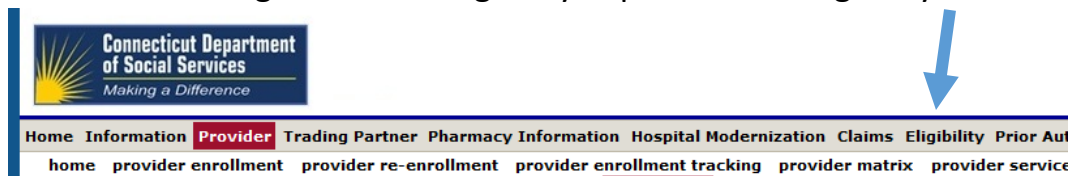




BILLING OPERATIONS SWCAA BILLINGS AND ERROR RESOLUTION

When to use SWCAAbillings

- Prior Authorization (PA) is not in DSSMap/ DXC System:
 - If the Prior Authorization (PA) is not in the www.ctdssmap.com billing portal and it has been over seven days, email the [Provider Issue Request](#) to swcaabillings@swcaa.org.
- PA is visible and accurate to authorization in DXC and Sandata systems (has a PA Number), with failed billing
 - Contact SwcaaBillings@swcaa.org with a completed [Provider Issue Request](#) with billing errors and date ranges.
 - Common error in billing related to eligibility. Tips to check eligibility:



- PA is visible in DXC and Sandata portal but is different from the verbal authorization
 - Contact Care Manager to discuss difference between authorization and PA ASAP. Adjusting the PA affects all claims against that PA.



BILLING OPERATIONS SWCAA BILLINGS AND ERROR RESOLUTION

How to use SWCAABillings Forms

Example of completed entry:

[Your Agency Here]												
Please have Biller complete and send collection of clients in questions to: Swcaabillings@swcaa.org												
Last Name	First Name	Last 4 digits EMSID	1 service per line Service	Start Date	ALL date ranges Dates Provider Cannot Bill	Please provide all codes given Denial Codes	if None: N/A Multiple OK PA Number	Units of Service billed Attempted Billing Units	Y or N Can see PA in DXC	Y or N Can see PA in Sandata	Date of Last Billing Last Bill Attempt	Describe issue and steps taken Provider Comments
Doe	Jane	9999	COMP	9/1/2018	1/1/19, 1/20/19	XXX, XXX	003456789	50/weekly	Y	Y	2/1/2019	Got paid for 30 units instead of 50

- The [Provider Issue Request](#) MUST be sent to swcaabillings@swcaa.org via encrypted email.
 - If you do NOT have encrypted email, please send a request email to swcaabillings@swcaa.org with 'encryption request' in the subject. SWCAA will reply with an encrypted email and your response will be automatically encrypted.

When NOT to use SWCAABillings

- If a prior authorization (PA) is present on the www.ctdssmap.com portal but is not present in the Santrax system, please send an email to ctevv@dx.com
- If you are missing a client from your Santrax system or have clients that you are unfamiliar with, please send a secure email to ctevv@dx.com
If you are experiencing issues with the Santrax system and its functionality contact Sandata Customer Care at 1-855-399-8050 or by email at ctcustomer care@sandata.com
- If you need assistance billing, contact the DXC help desk at 800-842-8440

Important contact information:

- Allied Community Resources, Inc: 1-860-627-9500
 - DXC Technical Issues: 1-800-842-8440
 - DXC Billing Issues: 1-800-688-0503
 - DXC Provider Rep: Debbie Hockla-Kaba



BILLING OPERATIONS
SWCAA BILLINGS AND ERROR RESOLUTION

- Sandata Customer Care 1-855-399-8050
 - SWCAA Staff Link XXX