

# County Billing Q&A

## Address Issues

Q: What is the proper process for identifying the correct address?

A: Check the "address history" on FLMMIS by highlighting the row for the person you are looking for, scroll to the bottom of the page and you should see the County Billing Information Panel. At the bottom right side you should see a button "address history" which will open the Recipient Address History panel which will show you the current and prior addresses. For nursing home charges, the correct address is the prior address. For hospital and HMO charges, the correct address is the current address.

Q: How do I handle a claim which lists another state as a prior residence?

A: If this is a nursing home charge, the county in which the nursing home is located is the county of residence.

Q: What is the proper procedure to notify AHCA about issues with addresses?

A: If you have an issue with an address, you can deny the charge and give us enough information in the comment field for us to research the issue.

## Re-bills

Q: What if we have a re-bill and have not received back up documentation?

A: Please e-mail [Jean.Lombardi@ahca.myflorida.com](mailto:Jean.Lombardi@ahca.myflorida.com) and the documentation will be sent to you.

Q: Will the total on the portal include the re-bills for that month?

A: No. In order to get the total for the re-bills you will need to do a separate search using the current invoice number as the "re-bill invoice number".

Q: When I accept the re-bills on the portal will they be included with my current billing?

A: No. Re-bills will always be found on the portal under the re-bill number using the current invoice number.

Q: Will the re-bill record differ from the original?

A: Yes, in addition to the original invoice number there will be a re-bill invoice number. The other information will be the same.

Q: If the re-bills go back to 4 years will it include the reason for denial?

A: No. The denial reasons from the old system are not available.

## **Nursing Home**

Q: Are we able to deny nursing home payments due to an invalid address?

A: Yes. If the prior address on a nursing home charge is not valid or is not in your county the charge may be denied. Please provide us with as much information as possible, we will research it and get you a corrected address or transfer the charge to the correct county.

Q: Will nursing home rates be increased this year?

A: The nursing home rate of \$55 is set in the Florida Statute that governs County Billing. The amount can only be changed by new legislation being passed by the Legislature and signed by the Governor. The rate was not changed for the state fiscal year 2011-2012

Q: At what point does the nursing home become the resident address of the patient?

A: There should be a prior address, however, if the person moved into the nursing home from out of state the nursing home address would be the resident address.

Q: What if the patient goes to a nursing home from a hospital?

A: This would be handled as any other nursing home charge, by using the prior address. If they are an out of state resident then the nursing home will be the address.

## **Hospital**

Q: When there is an inpatient hospitalization charge for a recipient that is in a nursing home, is the county responsible for the charge?

A: Yes. It is not uncommon for a nursing home resident to be admitted to a hospital and discharged back to the nursing home.

Q: Pertaining to hospital bills, which address is correct to use?

A: The current address in FLMMIS.

## **Payment**

Q: Should we send a copy of the hard bill with our payment?

A: No, the only thing needed is the payment form and check. Please ensure that each charge has been accepted or denied.

Q: Should re-bills be paid separately?

A: It is not necessary to pay separately. However, it is acceptable if the county wants to pay separately.

Q: Should we use a separate payment form for the re-bills?

A: It is not necessary to complete separate forms. The new payment forms include both current and re-bill.

## **Systems**

Q: Which system will have the most current address, FLMMIS or APPX?

A: FLMMIS will always have the most currently updated information from Department of Children and Families (DCF).

Q: When will the Certificates of Residency be in effect?

A: Certificate of Residency is no longer being provided by DCF. The residency information is in the FLORIDA system and contains additional information regarding residency. Older addresses can be provided by AHCA staff via screen shots from the FLORIDA system. This process has already begun.

Q: When did the new system take over?

A: July 2008

Q: Why are we not able to get the full date of service?

A: This information is available on the "County Billing Information" panel on the portal. To access it simply click on the line of the AR that you are interested in and scroll down to the see the newly opened panel. First and Last DOS display here as a MM/DD/CCYY date.

## **Miscellaneous**

Q: Is the AR number an independent number?

A: The AR number is an identifying number that is unique to each charge.

Q: Why are we not able to pull a patient ID number?

A: This is not a required field in FMMIS, and many hospitals do not enter the information.

Q: Why is it important that each county indicate the reason for denying a charge?

A: Without a reason, the AHCA County Billing unit can only assume why the charge was rejected. If a county indicates why the charge was denied, the county billing unit can research and provide the necessary information to validate the claim more quickly and efficiently.

Q: If a county office contacts the AHCA County Billing unit with information regarding an incorrect billing, why does the charge continue to show up in the wrong county?

A: The AHCA County Billing unit does not have the ability to update the information that generates the initial billing. They can only correct billing errors by transferring the charges to the correct county. Changes to addresses initially invoiced must be made by DCF, and to the FLORIDA computer system. The billings will remain the same until the FLORIDA system information is updated by DCF staff. County Billing staff and DCF staff are working together to streamline this process.

Q: What is the statute of limitations?

A: Per Florida Statute 95.11(3)(f) the statute of limitations is 4 years from last action.