

PASSPORT Administrative Agencies (PAA) Direct Data Entry (DDE) Processes

PAA	When is DDE Introduced to new provider?	Who does overview /training regarding DDE with the provider?	What is contact information & PAA site URL?	What is the process after contact is made with the PAA?	Can anyone from the provider's business and/or their current clearing house enter claims in DDE?	Does the PAA accept paper claims?
1	During the precertification visit to become a provider.	PAA Accounting	800-252-0155 http://www.help4seniors.org/	When the PAA is contacted, PAA accounting staff will review the process with the provider.	Registration for DDE is generally tied to the provider staff who will be completing the billing; or anyone the provider designates.	N
2	Provider Relations staff will introduce the process during the pre-certification visit; Administration/billing staff will then contact the provider with instructions and a DDE tutorial once the provider is certified and has a signed contract with the Agency.	AAA Administration and Billing staff.	1-800-258-7277 http://www.info4seniors.org/	Once the provider has completed the DDE tutorial, Administration and billing staff set up the providers DDE login and password. Then, once the provider begins serving a PASSPORT consumer, Administration and billing staff will continue to facilitate the DDE set up for the provider.	Registration for DDE is generally tied to the provider staff who will be completing the billing; or anyone the provider designates.	Y, we can accept paper claims, but request all providers use the DDE system.
3	DDE is discussed at precert. It is then again reviewed at the time the contract is signed.	Fiscal Dept. Claims Specialist	800-653-7277 http://www.psa3.org/	Provider is set up to bill directly through DDE and can after first date of service.	Yes, there are currently providers who are utilizing a clearinghouse, and the clearinghouse keys the claims into DDE.	N
4	After provider is certified and contract with AAA signed, Fiscal sends a letter to the provider.	Fiscal Dept.	800-472-7277 http://www.areaofficeonaging.com/	After the letter is received, the provider then sends us a request to gain access to a DDE account. An account is established for them by fiscal, including the username and Password.	Anyone the provider supplies the username and password to, may enter the provider's claims.	N

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5	During the precertification visit to become a provider.	AAA Billing specialist	800-522-5680 http://www.aaa5ohio.org/	<p>Once the provider has a PASSPORT consumer, the provider's biller will contact the AAA billing specialist in order to get set up in the DDE system.</p> <p>At that point the AAA billing specialist will give them a user name and password (a provider contract (not DDE) must be in place to do this).</p> <p>When the provider is ready to bill for the first month of service, then the provider is to contact the AAA billing specialist for assistance with entering the billing into DDE (as needed).</p> <p>The exception is typically for Minor Home Modifications or chore providers who must submit a warranty with their billing.</p>	The Provider's biller is typically the DDE person.	Y
6	Provider relations staff may introduce the concept of DDE during the pre-certification process and may point out the DDE training modules that we house on our website.	Fiscal staff, who are also responsible for processing provider claims.	800-589-7277 http://www.coaaa.org/	New providers are directed to the training modules and the fiscal staff answers questions or walks them through their first invoice if needed.	We allow anyone the provider authorizes to login and submit claims	N-except for Choices services provided by an agency.

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8	Provider/QI staff discuss the billing process during the pre-certification review	Fiscal Staff	800-331-2644 http://www.areaagency8.org/	Once the certification approval has been finalized and the contracts signed, one of our fiscal representatives will go to the provider's place of business to review the billing process.	Our fiscal dept assigns a password and user ID to a person at the provider agency. If that person chooses to give it to someone else at the agency it is their decision.	N with exceptions for: for Choices only agencies and at times for minor home modifications invoices.
9	Provider relations staff initiates information and provides billing information/requests with contract information	Billing Specialist with AAA9 provides training and follow up TA	800-945-4250 http://www.aaa9.org/ 740-435-4917 dseverance@aaa9.org	New providers are directed to Billing Specialist for training and email/phone support.	Only individuals issued Password or user ID	N

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10A	After the provider is certified, and signed a contract, a flyer is sent with the returned contract advising the new provider DDE training is available on the 3 rd Thursday of each month.	Sign up: contact Provider Operations Training: Network Admin/Provider Operations	800-626-7277 http://www.psa10a.org/	<p>We will get the name(s) of those who are to be trained along with additional information and email address. Each billing person trained must have their own email address and password.</p> <p>Providers utilizing a person they subcontract with must authorize them for training.</p> <p>Sometimes agencies have new billers and they can sign up too. However, the new biller is verified with an authorized person at the provider agency.</p> <p>For out of state agencies or corporate headquarters that are unable or unwilling to attend, we will send them an instruction DVD and documents.</p> <p>During the actual training by the Network Administrator and Provider Operations, we discuss issues related to the use of DDE their password and security and how billing interfaces with service delivery documentation.</p> <p>At the end we entertain questions and suggest they go on the training website before actually going onto DDE.</p>	Yes—if authorized by the provider agency.	N

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10B	Provider makes contact, when they are ready to bill.	Fiscal Dept	800-421-7277 http://www.services4aging.org/	<p>Our billing specialist will contact the provider, provide them with training materials, and register them into the DDE system after they complete a registration form.</p> <p>This registration will allow the individual to work in a test system. Staff review the individual's progress in the use of the system.</p> <p>Once it is determined the individual has an understanding of the system and the provider has consumers in the system for which they can bill, they will enter their billing and submit.</p> <p>Billing is only submitted in the month following the month of service, not in the same month the service is provided.</p>	The registration is tied to the person who will be doing entry; typically an employee of the provider.	Y
11	Briefly Discussed during provider precertification.	Billing Staff	800-686-7367 http://www.aaa11.org/	DDE is not introduced until after the provider is certified and a signed contract has been returned to the PAA. Once this is completed, the PAA MIS biller reaches out to new providers, getting them signed up and trained in the system.	The provider usually assigns or makes a decision as to who will be entering billing on the DDE website. The clearing house does not enter billing in the DDE.	N-The only paper claim is the Supplemental Invoice Form. The provider use this form if the consumer name is not on the consumer list in the DDE.

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CSS	New providers are informed about DDE at certification		800-521-6419 http://www.cssmv-sidney.org/senior-passport/	Once the provider is approved and ready to bill Provider Relations Staff tell them again about DDE and if interested, inform the MIS Manager. Before the provider uses DDE for the first time, they contact the PASSPORT IT Dept., and the IT Dept. explains the process and collects the usernames and password information. The IT Dept. then logs into the DDE and sets the provider up with usernames and passwords.	CSS policy is that only the provider employee(s) has access to log into the DDE and enter claims. We do not allow a clearing house credentials to the DDE billing system.	Y

Q: What if a provider is serving consumer in multiple PAA regions?

A: They will need to set up a user with each PAA in the region they are serving, however, the billing its self can occur from one office.

For example, a provider serving in region 6, expands to region 5, the following would have to occur in order for the provider to bill for services to consumers living within PAA5's region: PAA5 will have to set the provider up in DDE with a name and password in order to bill for PAA5's region. If the provider has a local office in PAA5's region; then PAA5 sets the provider up for that specific location in order to bill regardless of from where the billing is being submitted. For Example; Provider XYZ has a corporate office in PAA 6 and a local office in Mansfield. They have a location for billing established as Mansfield even though the billing is submitted from the corporate location in the Columbus area. **The billing location is specific to service delivery location.**