



Alert Alert Alert

**PROMISe™ Automated Claim Recovery Scheduled For
Error Status Code (ESC) 5599
** TIME SENSITIVE ALERT ****

ODP Communication Number: Alert 071-10

Audience: Direct Service Providers of Residential Services and Administrative Entities (AEs)

Purpose: This Office of Developmental Programs (ODP) Alert notifies AEs and ODP residential service providers that a recovery is scheduled in the Provider Reimbursement and Operations Management System in electronic format (PROMISe™). Alert #003-10, *Recovery Planned for Overpayment of Residential Services*, issued early January 2010, details the scheduled recovery. The recovery will take place 14 calendar days from the date this Alert is issued. This recovery includes approximately 1313 unduplicated Internal Control Numbers (ICNs) and 375 13-digit MPIs (Master Provider Index) and service location codes. Alert #003-10 is stored on odpconsulting.net and can be viewed by clicking on the following hyperlink: [Alert #003-10](#).

When PROMISe™ performs an automated recovery, claims are voided, reprocessed, and credits are applied to the provider's 13-digit MPI and service location code. Please review [Alert #003-10](#) for a more detailed description of each step in the automated recovery process.

In Alert #003-10, ODP asked for provider cooperation to VOID paid claims that would be impacted by the recovery. The universe of claims that are targeted for recovery contain claim detail lines with dates of service between 7/1/2009 to 9/23/2009 **AND** were billed between the same period. There is still time for a provider to self-correct their claims. Please reference page 3 in Alert #003-10 to view all the claim scenarios targeted for this recovery.

Although provider self-correction of claims is not required, there are benefits associated with provider self-correction. If the provider **VOIDS** and resubmits claim detail lines by Thursday of each week prior to the initiation of the automated recovery, the voids and resubmissions will go through the financial process at the same time. By following this self-correction process, the debits and credits related to voiding these claims will appear on the same Remittance Advice

(RA), the account management impact will be minimized, and the provider's internal claims reconciliation process will be simplified.

Once the automated recovery is completed by PROMISE™, the provider will be notified by an ODP Alert and a message will appear on the "Provider Banner Messages" page of the remittance advice (RA) that contains the voids. For your reference, the ODP Alert and RA message (also referred to as a Banner Alert) will contain ICN ranges associated with the voids.

For inquiries regarding this Alert or if you are unable to resolve your billing/claim issues, please contact the ODP Claims Resolution Section at:

E-mail: ra-odpclaimsres@state.pa.us

Phone: 1-866-386-8880 Mon - Thurs 8:30am - 12:00pm and 1:00pm - 3:30pm