



## LCU Process for Reviewing Paid Claims

- After the 15<sup>th</sup> of the month access THOR online @ [www.thor.org](http://www.thor.org) and log in
- Click “file new transfer” icon
- Click month you are looking for (by county, not procedure) to open.
- Click the county you want to print. Check all the counties in your LCU, no county indicated, and Inst with COB tabs.
- Check CaST against claim submitted to verify the client actually had the service or procedure. You must have an Intake and Visit form or diagnostic form for all claims paid by *Women’s Way*. Also make sure that the client was an active client during the time the screening or diagnostic services were provided.
- Check all the procedure codes listed and the amount paid by *Women’s Way* to ensure that it is a billable CPT code and amount paid was as designated on the What’s Covered *Women’s Way* CPT Code Medicare Part B Rate List. Check to see that reimbursable procedure codes such as office visit are related to breast and/or cervical screenings or diagnosis by referring to approved diagnosis codes.
  - For unique circumstances in which a client has a procedure that does not have a payable CPT code, but due to the circumstances in which you think the CPT code should be paid for, the state office needs to be contacted to check if the CPT code can be paid for. The state office will notify Blue Cross Blue Shield to reimburse for the service or procedure and will notify the local coordinator that the code was paid for. For example if the client had a hysterectomy due to cancer and no longer has a cervix and is in need of a colposcopy due to an abnormal Pap test and the CPT code for the colposcopy is not on the What’s Covered *Women’s Way* CPT Code List, you would need to check with the state office to see if the colposcopy could be paid for.
- Check if age eligible for mammogram
  - Need to be age 50 or older to be reimbursed with *Women’s Way* federal funds
  - Mammograms for women ages 40-49 are reimbursed with state funds. It will be indicated as paid on paid claims. Indicate as “state paid mammogram” in comment section of CaST along with the date of the mammogram. Also need to indicate “no” in CaST for Paid by NBCCEDP - Breast Procedure.
- If you have a question why a procedure code was not paid for, refer to the ‘Reason not allowed’ (RNA) column on the THOR report. The RNA codes indicate why the procedure was not paid. RNA codes include:
  - 08-685-26 - Coverage only for services established by the Women's Way Program
  - 08-685-66 - Coverage only for diagnosis established by the Women's Way Program
  - 03-001-00 - Duplicate service (on a claim that has already processed)
  - 03-004-00 - Duplicate service on a history claim (on a claim that has already processed)
  - 03-003-00 - Duplicate service on an outstanding claim

- 02-001-00 - Cancelled coverage
- 05-020-01 - Other insurance carrier is the prime carrier for these services
- 05-020-00 - Amount paid by other insurance coverage
- 05-020-03 – Coordination of Benefits (COB)/Other carrier - provider discount amounts from other carrier
- 05-040-00 - Amount paid by other coverage
- 05-040-03 - COB/Plan on Plan - Provider Discount/UCR amounts from other coverage
- 05-040-04 - COB/Plan on Plan -Provider discount/other than UCR amounts from other coverage
- 05-040-05 - COB/Plan on Plan - provider discount amounts from other "Plan"
- 10-001-04 – No benefits are provided for services received from a provider not participating in the *Women's Way* program.
- If you do not have documentation of services or procedures that were listed on paid claims, you need to call the provider, or your contact at the healthcare facility to get the results, or send Intake and Visit form or Diagnostic form to provider
- Contact Blue Cross Blue Shield to remove payment or ask for refund if you find a service for which there should not have been reimbursement.
- Contact other local coordinators or state data manager in regard to women listed in your counties that are not your clients. Notify local coordinator who enrolled client, to check the claim.