

Top Ten Inquiries and CSE's	I/CSE	Provider Specialty	Number of FAQ's Received	Action Taken/Resolution (if applicable)
Overlap: claim rejected or suspended as an overlap.	I		521	Investigate source of overlap with SNF, Home Health, Hospice or Hospital.
Provider requests claim to be RTP's back to the facility.	I		556	RTP claim as requested for provider correction.
MSP record needs correction	I		171	Refer to COB, Medicare A billed primary in error, Correct FISS record to match CWF,
Provider needs claim suppressed	I		108	CSR will suppress claim as requested.
Eligibility, HIQA not available, DDE not available DDE system down.	I		98	If provider system is down, CSR will locate requested information.
Transferred call to appropriate contractor	I		98	Transferred call to Trailblazer, SSA, and other FI.
Provider questioning information on remit, DDE, FISS or HIQA.	I		97	Provide information according to privacy guidelines.
General Medicare inquiry	I		74	Explain deductible, coinsurance, benefits and general coverage.
CSR provided billing instructions	I		84	
Provider questioning a reason code	I		64	CSR provides explanation of reason code resolution, will assist provider resolve suspended claim.
Claim Suspension Errors				<i>These Q&A's and CSE's will appear in a bulletin on our website in the near future.</i>
JAN03	CSE		22,956	Temporary edit to suspend all claims with service through dates greater than 12/31/02 for specific bill types due to the January release.
30715	CSE		8,106	Educate internal billing staff. If HIQA has incorrect information that provider is aware of, beneficiary is advised to contact Social Security to have file corrected, resubmit the claim once HIQA has been corrected.
U680D	CSE		7,226	Provider needs to check HIQA for any other payer information or contact the COB with conflicting payer information. This education is included in our regularly scheduled workshops.
39012	CSE		3,652	Timely filing edit, educate provider billing staff or vendor.
C7252	CSE		3,574	Educate provider on correct billing of therapy services.
11801	CSE		3,413	Admission source is incorrect or missing, educate internal billing staff or vendor
MPFS3	CSE		3,000	Temporary edit to suspend outpatient claims with a date of service greater than 02/28/03 due to the January release.
U680A	CSE		2,406	Working aged record exists on CWF, MSP not indicated on claim. Include in provider education workshop.
12302	CSE		2,624	Billing error, educate provider internal staff or vendor.
70NOC	CSE		2,543	Provider submitting unlisted HCPC code (xxx99), educate provider on use of valid HCPC coding, provide assistance as needed to locate valid code.