



HealthSystems OF MISSISSIPPI

February 5, 2007

System Changes Generate Provider Questions

This communication is in response to provider questions received since the January 16, 2007 implementation of our new review processing system. HealthSystems of Mississippi will continue to monitor the implementation activities and inform providers on relevant issues.

Thank you for your cooperation and assistance during our systems upgrade.

Topic	Response
Observation Date/Admit date	<p>HSM's new admission certification form now has separate fields to enter the date the patient entered observation and the date the patient was admitted to inpatient status. It is important to complete both of these fields. When these fields are completed appropriately, the number of days certified is calculated using the observation date as the beginning billing date. In order to assure correct certification of days, please:</p> <ul style="list-style-type: none">▶ Enter the observation date (when applicable).▶ Enter the date the patient was admitted to inpatient status. Do not "back date" to include the observation date.▶ An observation date field will be available on the Web entry module February 6th. Please use this field to enter the observation date.
K-Baby Information	<p>K-Baby information is very important. Please be sure to complete information on K-Babies on our new forms:</p> <ul style="list-style-type: none">▶ K-Baby First and Last Name▶ K-Baby Date of Birth▶ K-Baby Admit Date▶ Mother's Discharge Date, (when applicable) <p>On our Web application, please make sure that you enter the correct K-Baby admit date. Refer to our provider manual for further instructions.</p>

Topic	Response
New Forms	Please use our newest review forms. These are available on our Web site www.hsom.org under "Publications".
Days Requested	Please include the number of days you are requesting. Our newest forms have a field for this data.
Non-Compliance	During implementation of HSM's new computer system, difficulties with fax transmissions resulted in some providers receiving a non-compliant status on reviews submitted timely. HSM understands your concerns, and we are working with the Division of Medicaid to assure that the appropriate compliance status is associated with timely review submissions.
Telephone Submission	Our technical problems with faxes have now been addressed, and we encourage you to submit your reviews by Web or fax. Web and fax submission methods are the most efficient for you because it frees you from the phone and allows us to process your review expediently.
Questions About Reviews	We encourage you to contact our Help Line at 1-888-740-2221 if have any questions about the status of a review.