



# NC DSS BILLING ACORN RELEASE NOTES

NC DSS BILLING – VERSION 1.0.17.RELEASE

REQUIRES ECHOVANTAGE VERSION 3.25 OR HIGHER

## OVERVIEW

The NC DSS custom billing Acorn addresses the custom billing requirements for DSS Services and Client negotiated rates for DSS and non-DSS Services. A single, agency-created Client Tab Form stores the Client’s negotiated rate(s), Client Payer(s), and the Services to which these negotiated rates apply. Start and End Dates are used to determine the active Rate record(s) for each Client.

**Clients can have multiple valid rows for a given Date range for different Services. However, there is no validation to enforce that the Service Definitions, Client Payer, and Date ranges are distinct. If rows overlap for the same Service Definition, Client Payer, and Dates, one is chosen arbitrarily.**

When Services are processed, the Acorn determines how rates and units are calculated based on the following rubric.

Is the Service DSS?	Is there a Negotiated Rate?	Service Processing Outcome	
YES	YES	The Negotiated Rate is used as the Monthly Rate for the DSS calculation.	
YES	NO	The Service Definition default or Payer override rate is used as the Monthly Rate for the DSS calculation.	
NO	YES	<b>Is the Base Rate greater than the Negotiated Rate?</b>	
		YES	<ul style="list-style-type: none"> <li>The Base Rate and Charge Calculation Method (Flat or Unit) are used to calculate the correct Charge Amount.</li> <li>The difference between the Base and Negotiated Rates is reported as a Contractual Adjustment.</li> <li>The Negotiated Rate and Charge Calculation Method is used to calculate the Balance.</li> </ul>
		NO	<ul style="list-style-type: none"> <li>The Negotiated Rate and Charge Calculation Method (Flat or Unit) are used to calculate the Base Rate.</li> <li>And the Negotiate Rate and Charge Calculation Method are used to calculate the Balance.</li> </ul>
NO	NO	No special processing – Service Definition default or Payer override rate is used to calculate the Charge and Balance.	

## INSTALLING THE ACORN

The installation inserts or updates the Acorn Registration, *NC DSS Custom Billing*, to version 1.0.17.RELEASE.



## CONFIGURING THE APPLICATION

### Select the Acorn for Applicable Payers

Navigate to *Configuration > Services/Payers > Payers > Processing* and select *NC DSS Custom Billing* in the Acorns dropdown listing on the desired Payers. Remember to select *SAVE*. The Acorn must be defined on a Payer's Processing tab for the DSS and Negotiated Rate billing rules to apply during the *Fiscal Overview > Unprocessed Services > Create Charges* process.

DSS Payer

Code	Plan	Type	Category	Payer ID	CMS Payer Name	Address	Phone	Web Site
DSSP	DSS-Plan	Commercial	Commercial	DSS8600	Medicaid HMO(211)	1600 Washington St Charlotte, NC 28105	Billing: (704) 447-8600	

PROFILE COMMUNICATIONS **PROCESSING** RATES BILLING METHODS PAYER MAPPINGS ELIGIBILITY POS MAPPINGS

Credentials

Only Bill for These Staff Credentials

- C-T-B: CT - Bachelor
- LISW: Lic ind social worker
- LPCC: Lic prof clinical cnslr
- QMHS-M: QMHS - Master

+ ADD BILLABLE CREDENTIAL

Credential Error Action  Hold  Release

Diagnoses

Bill for Any Diagnosis

+ ADD BILLABLE DIAGNOSIS

Diagnosis Error Action  Hold  Release

Other

Bill for Supervising Staff

Use Supervisor's Rate

Contractual Adjustments Waterfall to the Next Payer(s)

Allow Service Bundling

Acorns

NC DSS Custom Billing

CANCEL SAVE

### Configure the Custom Client Tab

Navigate to *Configuration > Client Chart > Client Tabs* and create the custom tab to hold the Negotiated Rates form. The tab can be added with any name. Then add the agency-created *Negotiated Rates* form to the newly created custom tab. The custom form must have a Form Location of *Client\_Tab* Form to select from the *+ ADD FORM*. [Click HERE for more detailed information on creating and maintaining Custom Client Tabs.](#)

Enrollments

- Core form

+ ADD FORM

Diagnosis

Payers

**Negotiated Rates**

- NegotiatedRates (NegotiatedRates)

+ ADD FORM



### Grant User Group Access to the Newly Created Client Tab

Navigate to *Configuration > Staff/Users > User Groups* and set the access to the new tab and form in *MENU OPTIONS* for the appropriate User Groups. When a new Client Tab is added, the default menu access is disabled with no form selected for all User Groups. Users responsible for entering and maintaining the Negotiated Rate rate information must be a member of a User Group with *Edit* access to the newly created *DSS* tab. [Click Here for more detailed information on User Group Menu Options Access.](#)

Name	Description
Admin	Administrators

PROFILE MENU OPTIONS STAFF

Placements

Clients

Timeline	<input type="radio"/> Disabled	<input checked="" type="radio"/> Edit
Schedule	<input type="radio"/> Disabled	<input checked="" type="radio"/> Edit
Profile	client_demographic_v210 ... <input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Household	<input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Contact Info	<input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Episodes	Core <input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Enrollments	Core <input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Account	<input type="radio"/> Disabled <input checked="" type="radio"/> Edit	
Payers	<input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Diagnosis	<input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	
Documents	<input type="radio"/> Disabled <input checked="" type="radio"/> Edit	
<b>Negotiated Rates</b>	Negotiated Rates (Neg) <input type="radio"/> Disabled <input type="radio"/> Read Only <input checked="" type="radio"/> Edit	

Groups

### Define the DSS Services

The *Other* field in *Configuration > Services/Payers > Service Definitions > Profile* is used to determine if the Service is a DSS Service. The Acorn checks for a value like *DSSACORN* in this field. If a match is found, the Acorn checks for unprocessed Services for the month that match that Service Definition.

PROFILE COMPONENTS RATES PROGRESS NOTES

Service Code \* TFC Service Name \* Therapeutic Foster Care

Other DSSACORN ?

Start Date 10/01/2020 End Date



### Define Client Negotiated Rates


A record must exist in the dbo.NegotiatedRates table for each Client and Service combination that has a negotiated rate. If the appropriate permissions were granted, these could be entered on the *Negotiated Rates Form* on the newly added *Negotiated Rates* custom Client tab.

ClientPayer	StartDate	EndDate	Service	NewRate	IsDSS
Show all	Show all	Show all	Show all	Show all	Show all
Acorn Payer	03/17/2021		TFC Therapeutic Foster Care	108.00	Y
Acorn Payer	03/01/2021		RBLVL26-12 R&B Lev II, 6-12 yrs	550.00	Y
Acorn Payer	03/01/2021		TFCTL TFC Therapeutic Leave	108.00	Y

Client Payer:  Start Date:  End Date:

Negotiated Rate:  Service:

 Clients can have multiple valid rows for a given Date range for different Services. However, there is no validation to enforce that the Service Definitions, Client Payer, and Date ranges are distinct. If rows overlap for the same Service Definition, Client Payer, and Dates, one is chosen arbitrarily.

The Acorn configuration steps are now complete. Services may be entered following the usual workflow.

## PROCESSING SERVICES USING THE ACORN

Service processing follows the typical workflow in *Vantage Point > Fiscal Overview > Unprocessed Services > Create Charges*. The Acorn logic is triggered when the Client's Payer has *NC DSS Custom Billing* selected in the Payer Processing tab's Acorn field. The Acorn determines if a Service in the *Create Charges* job matches a DSS Service Definition and looks to see if any Services are stored in the Client's Negotiated Rates tab for the Payer and Date Range.

**If the Service IS a DSS Service and there IS a matching Negotiated Rate record,**

- The Acorn looks for all unprocessed, matching Services in a Calendar month.
- The Daily Rate is calculated for the month by dividing the Client's Negotiated Rate for that Service by the number of days in the month.
- For example, if the negotiated Rate is \$250.00 for April, the daily Rate is \$8.33.
- Each Service then receives a charge equal to the calculated Daily Rate.
- If Services are provided every day of the month, the total charges match the negotiated Rate exactly. If needed, the daily rate charge for the Services at the beginning of the month is adjusted by pennies to ensure the total matches the Negotiated Rate.



**If the Service IS a DSS Service and there is NO matching Negotiated Rate record,**

- The Acorn looks for all unprocessed, matching Services in a Calendar month.
- The daily Rate is calculated for the month by dividing the Service Definition default or override Rate by the number of days in the month.
- Each Service then receives a charge equal to the calculated daily Rate.
- Again, If Services are provided every day of the month, the total charges match the Service Definition default or override Rate exactly. If needed, the daily rate charge for the Services at the beginning of the month is adjusted by pennies to ensure the total matches the default or override Rate.

**If the Service is NOT a DSS Service and there IS a matching negotiated rate record,**

- And the Base Rate is NOT greater than the Negotiated Rate,
  - The Negotiated Rate and Charge Calculation Method is used to calculate the Base Rate.
  - The Negotiated Rate and the Charge Calculation Method are also used to calculate the Balance.
  - In the example below, the Negotiated Rate is \$500.00. The Service Definition Base Rate is \$400.00, so the Negotiated Rate is used with the Charge Calculation Method of Unit.

Details							
Service Date	Client	Duration/Units	Payer	Procedure Code	Billed Units	Charge Amount	Balance
05/02/2021	123456 Client, Test	90 min	DSSPAY	90839	6	\$ 3,000.00	\$ 3,000.00
05/01/2021	123456 Client, Test	60 min	DSSPAY	90839	4	\$ 2,000.00	\$ 2,000.00

- And the Base Rate IS greater than the Negotiated Rate,
  - The Base Rate and Charge Calculation Method are used to calculate the correct Charge amount.
  - The difference between the Base and Negotiated Rates is reported as a Contractual Adjustment.
  - The Negotiated Rate and the Charge Calculation Method are used to calculate the Balance.
  - In the example below, the Negotiated Rate is \$52.13 and the Service Definition Base Rate is \$75.00. The Create Charges Details show a 05/04/2021 *Charge Amount* of \$525.00 (the Base Rate of \$75.00 x 7 Units) and a *Balance* of \$364.91 (the Negotiated Rate of \$52.13 x 7 Units).

Details							
Service Date	Client	Duration/Units	Payer	Procedure Code	Billed Units	Charge Amount	Balance
05/04/2021	123456 Client, Test	105 min	DSSPAY	HC-TEST - TE	7	\$ 525.00	\$ 364.91
05/03/2021	123456 Client, Test	60 min	DSSPAY	HC-TEST - TE	4	\$ 300.00	\$ 208.52

The Claim Details show the Contractual Adjustment amount, which is the difference between the Base and Negotiated Rates times the number of Units (\$22.87 x 7).

Case Management	HC-TEST	05/04/2021
DSSPAY		
Date	Amount	Reason
05/04/2021	\$ 525.00	CHARGE CREATED
05/04/2021	\$ 160.09	CONTRACT ADJ
<b>Balance:</b>	<b>\$ 364.91</b>	
<b>Total Balance:</b>	<b>\$ 364.91</b>	

**If the Service is NOT a DSS Service and there is NO matching negotiated rate record, there is no special processing.**



### Additional Considerations for DSS Rate and Charge Calculations

- It is assumed that all DSS Services have only Base Rates configured or the Expected or Contracted Rates are equal to the Base Rates in *Configuration > Services/Payers > Service Definitions > Rates* or in the *Payers > Rates Payer Override*. A positive Expected or Contractual Adjustment results in an inaccurate Charge Balance for DSS Services.
- It is also assumed that all DSS Services are held and run at the end of a given month.
  - **Additional pennies are only assigned when a Service for every day of the billing month is processed in the same Create Charges job.**
  - **Partial month processing always uses the daily Rate with no pennies adjustments.**
  - **To include the additional pennies, reprocess Claims for the partial month using the *Reverse Service Transactions* Action on the Claims Management screen.**
  - **Then run a Create Charges job with all Services for the month together.**
- In the event of a mid-month rate change, the monthly Rate is prorated for the effective period. For example, if the monthly Rate is \$250.00 from 11/01/2020 through 11/15/2020, the monthly Rate for these 15 days is \$125.00. There are no “pennies” adjustments to any of the daily rate charges.

### Service Errors

If any DSS Service for a Client has an error during the Create Charges process,

- All Services for that Client are put on hold until the error is corrected.
- All Client’s DSS Services must be able to create a charge, to process successfully.
- If a job containing errors is Finalized, Charges are only created for Clients with error-free DSS Services. The Held DSS Services are returned to Ready status once Finalizing is complete.

The Unprocessed Services > Errors tab provides detailed information on processing job errors.