

CHAPTER 6

Tracking Your Plans and Invoices

Determining Why a Plan or Invoice Was Not Approved or Was Partially Approved

Once a plan or invoice has been adjudicated, health facilities may open the plan or invoice and determine why the plan was not approved or was partially approved (Figure 6.1). To do this, follow the steps outlined below to review the plan or invoice. When you review the section where goods and services were proposed, you will notice which services were approved and which were not. For all services not approved, the adjuster must provide an Adjuster Response code and explanation. These are summarized in Chapter 9 “Reason Codes Utilized by Adjusters.”

Figure 6.1 – Review Adjuster Decision

Part 12: Proposed Goods and Services										
GS Ref#	Code	Attr	Estimate/Day			Projected		Proposed Tax	Adjuster Response	
			Provider Ref.	Quantity/Measure	Cost	Total Count	Total Cost			
1	H.XX.MR Med/Rehab		Riis, Viivi	1.00	PR	100.00	1	100.00	<input type="checkbox"/> PST <input type="checkbox"/> GST	1.08.00
						0.00	0	0.00	<input type="checkbox"/> PST <input type="checkbox"/> GST	Duplicate Service / Product Other Provider

Reviewing a Plan that Has Been Submitted but Not Adjudicated

To review a submitted plan:

1. Select the Plans or Invoices tab and then the Work in Progress sub-tab.
2. Select the desired plan/invoice from the worklist.
 - a. To search for a plan/invoice, you can also use Advanced Search in the Search tab.

Figure 6.2 – Locate a Submitted Plan

The screenshot shows the 'Test Facility' web application interface. At the top, there are navigation tabs for 'PLANS', 'INVOICES', 'SEARCH', and 'MANAGE'. Below these is a search bar for 'Patient Last Name' and a 'GO' button. The main content area is titled 'Submitted (1 of 1)' and lists three submitted plans. Each plan entry includes a patient icon, the OCF Type, the patient name, the status, and the date submitted. The date is consistently 2009/08/07.

OCF Type	Patient	Status	Date Submitted
OCF22	akon	Submitted	2009/08/07
OCF18	moorie	Submitted	2009/08/07
OCF18	jacob	Submitted	2009/08/07

3. Click the Review Form button  next to the plan; it opens the Summary page.

Summary Page

The Summary page is automatically generated after a plan is submitted to an insurer. It provides an overview of the plan and related documents and displays the plan's transaction history and current state.

Figure 6.3: Review Summary of Submitted Plan

Review OCF22

SUMMARY 1 2 3 4 5 NEXT

CREATE PLAN CREATE INVOICE WITHDRAW CANCEL PRINT

Claim Identifier

Applicant Name:
Claim Number: 123
Policy Number: 123
Date of Accident: 2006/07/26

Return this form to:

HCAI Test Insurer
10 Main Street
MIK 3T8

Plan Identifier

Document Number: 06073100006
Plan Number: N/A
OCF Type: 22
Date Submitted: 2006/07/31
Source: Web
OCF Effective Date: 2006/03/01

Plan Details

Document Number: 06073100006
Owner:
Status: Submitted

Message Log

Here is a list of messaging associated with this document.
There are no messages.

CREATE PLAN CREATE INVOICE WITHDRAW CANCEL PRINT

SUMMARY 1 2 3 4 5 NEXT

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In the upper part of the page, there are three sections containing data specified when the plan was created:

1. **Claim Identifier**
2. **Return this form to:**
3. **Plan Identifier**

In the Plan Details section you will see:

- Document Number: This is a system-generated number unique to the plan.
- Owner: This field displays the name of the adjuster who is working on the plan.
- Status:
 - Submitted – The plan has been submitted but not yet reviewed.
 - Review Required – The insurer has opened the plan.
 - Amended – The plan has been amended by the provider and resubmitted to the insurer.
 - Pending – The insurer has placed the plan in a suspended state awaiting further information.
 - Privacy – This field is not always visible. It is set by the privacy officer in case the claimant/applicant is disputing his or her privacy information under the Personal Information Protection and Electronic Documents Act (PIPEDA). For further details, contact the HCAI Privacy Officer via the HCAI website at www.hcaiinfo.ca.

From the Summary page, you are able to:

1. Create a new plan based on the current plan (Create Plan).
2. Create an invoice based on the current plan (Create Invoice).
3. Print the current plan (Print).

4. Withdraw the current plan unless it has already been reviewed by the insurer (Withdraw).


Reviewing Steps 1 to 5

Each step of a submitted OCF contains read-only details presented in the same order as they were entered. To navigate through the plan use the Step tabs.

Reviewing a Plan that Has Been Responded to (Adjudicated) by Insurer

Figure 6.4: Review Adjudicated Plan

OCF Type	Patient	Status	Date Responded
OCF18	Nash	Partially Approved	2009/07/23
OCF18	Nash	Declined	2009/07/23
OCF23	Nash	Responded	2009/07/24
OCF23	Nash	Responded	2009/07/24
OCF23	Nash	Responded	2009/07/24
OCF23	Nash	Declined	2009/07/24
OCF18	Barnes	Approved	2009/07/30
OCF18	Staunton	Approved	2009/07/30
OCF18	Rosenthal	Declined	2009/07/30
OCF22	Barnes	Approved	2009/07/30

1. Select the Adjuster Response tab on the provider homepage.
2. Search for a required plan.
 - a. To search for a plan, you can also use Advanced Search on the provider homepage.
3. Click on the Review Form button  next to the plan you want to open. The plan opens the Summary page.

Summary Page

Figure 6.5: View Summary of Adjudicated Plan

Review OCF18

CLAIM IDENTIFIER
 Applicant Name:
 Claim Number: 123
 Policy Number: 123
 Date of Accident: 2006/07/26

RETURN THIS FORM TO:
 HCAI Test Insurer
 10 Main Street
 M1K 3T8

PLAN IDENTIFIER
 Document Number: 06072800001
 Plan Number:
 OCF Type: 18
 Date Submitted: 2006/07/28
 Source: Web
 OCF Effective Date: 2006/03/01

PLAN DETAILS
 Document Number: 06072800001
 Owner: Adjuster, Test
 Status: Approved

MESSAGE LOG
 Here is a list of messaging associated with this document.
 There are no messages.

The Summary page is automatically generated after a plan is submitted to an insurer. It provides an overview of the plan and related documents and displays the plan's transaction history and current state.

In the upper part of the page, there are Claim Identifier, Return This Form To, and Plan Identifier sections containing data as specified during the creation of the plan.

In the Plan Details section you will see:

- Document Number: This is a system-generated number unique to the plan.
- Owner: This field displays the name of any adjuster who is currently working on the plan.
- Status:
 - Approved – The adjuster has approved all the goods and services proposed under the plan.
 - Partially Approved – The adjuster has approved only some of the goods and services proposed under the plan.
 - Declined – The adjuster has not approved any of the goods or services proposed under the plan.
- Privacy: This field is set by the privacy officer in case the claimant/applicant is disputing his or her privacy information under PIPEDA. For further details, contact the HCAI Privacy Officer via the HCAI website at www.hcaiinfo.ca.

From the Summary page, you are able to:

1. Create a new plan based on the current plan (Create Plan).
2. Create an invoice based on the current plan (Create Invoice).
3. Print the current plan (Print).
4. View OCF-9. "EOB" (Explanation of Benefits) provides the same information as the paper Explanation of Benefits.

Reviewing the Adjudicated Form

Each step of a responded OCF contains read-only details presented in the same order as they were entered. Navigate through the plan by using the Step tabs.

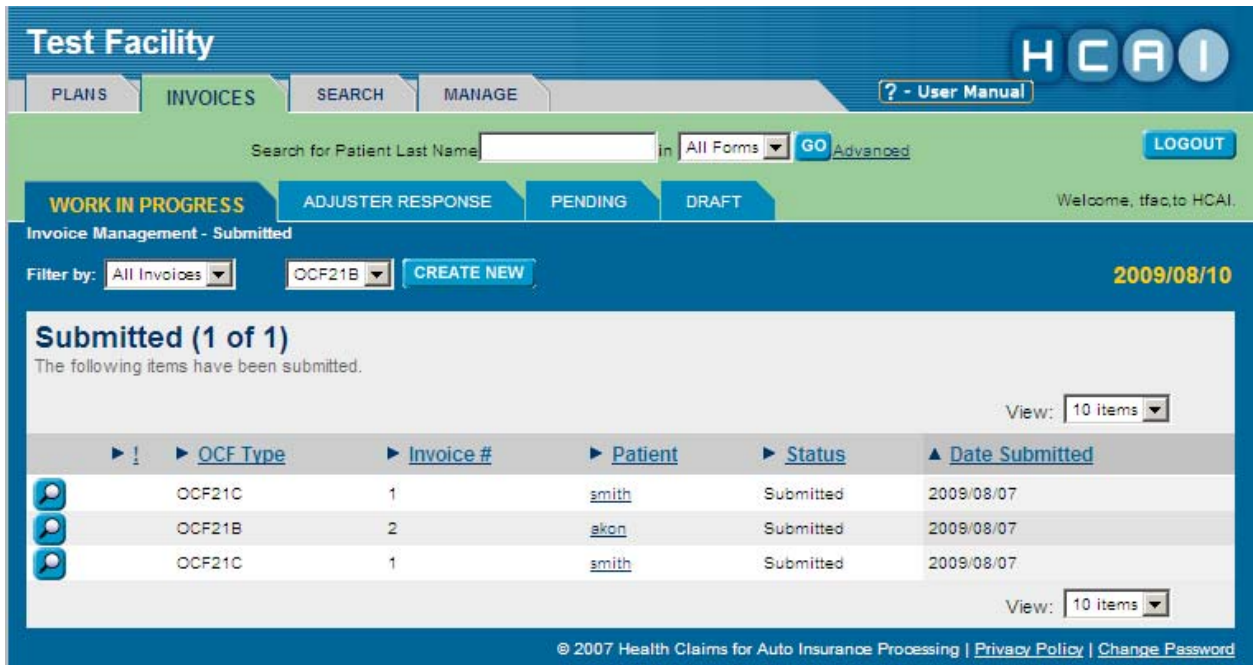
The following sections contain changes or response details from the insurer:


1. Part 1: Applicant Information. The claimant details provided in the initial plan are linked to the insurer claimant details. You can see both in this section.
2. Part 2: Auto Insurer Information. The adjuster details may differ from what you provided in the initial plan because the insurer has the option to reassign adjusters.
3. Part 12: Proposed Goods and Services. The table has a new column – Adjuster Response – containing the adjuster's decision per service. Yes stands for "approved" and No for "declined." If No is selected, you will see the reason code provided below.
4. Totalling. This section contains Proposed Amount Submitted next to the Approved Amount as recorded by the adjuster.
5. The Tab 5 screen contains a new section at the bottom – Signature of Insurer. It contains:
 - Adjuster's First Name
 - Adjuster's Last Name

Reviewing an Invoice that Has Been Submitted but Not Adjudicated

To review a submitted invoice, select the Invoices tab and then the Work in Progress sub-tab on the provider homepage and select the desired plan from the worklist. To search for a plan, you can also use Advanced Search on the provider homepage.

Figure 6.6: Viewing Submitted Invoices

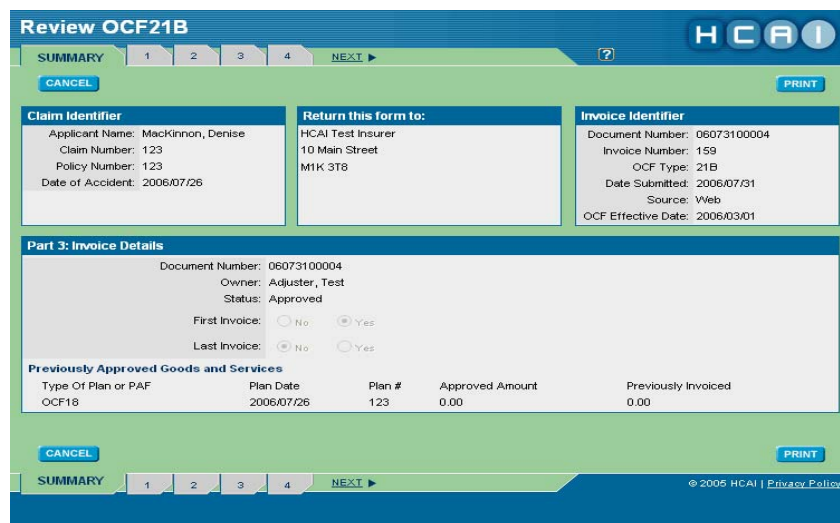


Click the Review Form button  next to the plan; it opens the Summary page.

Summary Page

The Summary page is generated automatically upon the submission of an invoice and is viewable by both the provider and insurer. It provides an overview of the invoice and related documents, displays the document's transaction history, and lists the document's current state.

Figure 6.7: Viewing Summary of Submitted Invoice



In the upper part of the screen, the Claim Identifier, Return This Form To, and Invoice Identifier sections display the data that was entered during the creation of the invoice.

In the Invoice Details section, the following fields are displayed:

- Document Number: This is a system-generated reference created upon submission of the document
- Owner: Displays the adjuster assigned to the invoice
- Status: The invoice's current status
- First Invoice, Last invoice, Previously Approved Goods and Services

From the Summary page, you are able to:

- Print the current invoice by clicking the Print button.
- Withdraw the current invoice, unless it has already been reviewed by the insurer, by clicking the Withdraw Invoice button.

Reviewing the Adjudicated Form

Each of the tabbed screens, or pages, of the OCF-21B or 21C contain read-only details of the information provided when the invoice was prepared and submitted to the insurer. You can navigate through the invoice as described in Chapter 4: Invoices that have been Submitted

The Step 3 screen has a new section added in the bottom – Signature of Insurer. It contains:

- Adjuster's First Name
- Adjuster's Last Name


Reviewing an Invoice that Has Been Responded to (Adjudicated) by Insurer

To review an adjudicated invoice, select the Invoices tab and then the Adjuster Response sub-tab on the provider homepage, and select the desired plan from the worklist. To search for a plan, you can also use Advanced Search on the provider homepage.

Figure 6.8: Viewing an Invoice that has been Responded to (Adjudicated) by Insurer

The screenshot shows the 'Test Facility' interface for HCAI. The 'INVOICES' tab is selected, and the 'ADJUSTER RESPONSE' sub-tab is active. The page displays a table of adjudicated invoices. The table has columns for OCF Type, Invoice #, Patient, Status, and Date Responded. Two invoices are listed: one for OCF21B (Invoice # 2, Patient smith, Status Approved, Date Responded 2009/08/10) and one for OCF21C (Invoice # 1, Patient akon, Status Approved, Date Responded 2009/08/10). A 'Review Form' button is visible next to the first invoice.

OCF Type	Invoice #	Patient	Status	Date Responded
OCF21B	2	smith	Approved	2009/08/10
OCF21C	1	akon	Approved	2009/08/10

Click the Review Form button  next to the plan; it opens the Summary page.

Summary Page

The Summary page is generated automatically upon the submission of an invoice and is viewable by both the provider and insurer. It provides an overview of the invoice and related documents, displays the invoice's transaction history, and lists the invoice's current state.

Figure 6.9

Review OCF21B

SUMMARY 1 2 3 4 NEXT

CANCEL PRINT

Claim Identifier
Applicant Name: MacKinnon, Denise
Claim Number: 123
Policy Number: 123
Date of Accident: 2006/07/26

Return this form to:
HCAI Test Insurer
10 Main Street
M1K 3T8

Invoice Identifier
Document Number: 06073100004
Invoice Number: 159
OCF Type: 21B
Date Submitted: 2006/07/31
Source: Web
OCF Effective Date: 2006/03/01

Part 3: Invoice Details

Document Number: 06073100004
Owner: Adjuster, Test
Status: Approved
First Invoice: No Yes
Last Invoice: No Yes

Previously Approved Goods and Services

Type Of Plan or PAF	Plan Date	Plan #	Approved Amount	Previously Invoiced
OCF18	2006/07/26	123	0.00	0.00

CANCEL PRINT

SUMMARY 1 2 3 4 NEXT

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In the upper part of the screen, the Claim Identifier, Return This Form To, and Invoice Identifier sections display the data that was entered during the creation of the invoice.

In the Invoice Details section, the following fields are displayed:

- Document Number: This is a system-generated reference created upon submission of the invoice
- Owner: Displays the adjuster assigned to the invoice
- Status: The invoice's current status
- First Invoice, Last invoice, Previously Approved Goods and Services

From the Summary page, you are able to:

- Print the current Invoice by selecting the Print button.
- Withdraw the current Invoice, unless it has already been reviewed by the insurer, by selecting the Withdraw Invoice button.