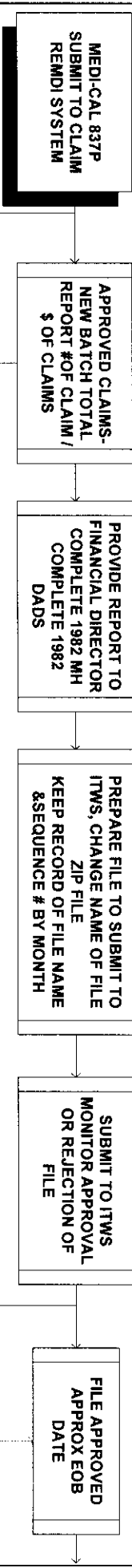


*PBS, Contractor, OT reviews Trail errors report, does correction and claims reprocessed.*



PBS/IS  
MONITOR ITWS TO  
OBTAIN 835/ EOB

IS  
-DOWNLAD 835 TO K DRIVE  
-DOWNLAD 835 TO UNICARE  
POST PAYMENTS

WORK DENIED CLAIMS

- PROVIDERS: DO CORRECTIONS
- 1) PAYOR
  - 2) ELIGIBILITY
  - 3) CORRECT ACCOUNT IN UNICARE
  - 4) COMPLETES APPROPRIATE FORMS:
    - A. RE-BILL FORM
    - B. ADJUSTMENT FORM
    - C. RECLASSIFICATION FORM
  - 5) CONTACT PBS/IS AS APPROPRIATE

- PBS/IS: DO CORRECTIONS
- 1) SYSTEM ERRORS
  - 2) 837 LAYOUT ERRORS
  - 3) PROCESS RE-BILL/ADJUSTMENT FORMS
  - 4) CONTACT SITE TO OBTAIN CORRECT INFORMATION
  - 5) PROVIDE FEED BACK TO SITES (EMAIL, PHONE, MONTHLY MEETING)
  - 6) CONTACT STATE AS NEEDED