

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip invites you and your billing staff to attend a targeted training to assist in using the Remittance Advice to understand your agency’s compensation for services performed.

Previously published tips can be found on the Electronic Visit Verification (EVV) Important Message located under the subheading ‘At Your Fingertips’, found at www.ctdssmap.com.



Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact DXC Technology via e-mail to: ctevv@dx.com



EVV TIP # 24

REMITTANCE ADVICE TRAINING

Do you have questions about your Remittance Advice (RA)? Do you download it but are unsure how to interpret its data? Do you understand its role in your agency’s finances?

The Remittance Advice training will provide a comprehensive review of the RA and teach attendees how to interpret the data it provides so that your agency clearly understands what claims were paid, denied and adjusted. The training will also help you and your billing staff to understand the recoupment process and its financial impact on your business.

WHAT TOPICS ARE ADDRESSED AT THE TRAINING?

The Remittance Advice (RA) training will be one (1) hour in duration and will cover the following topics:

- Downloading Remittance Advice
- The 7 Sections of the RA
- How to Read Your RA
- Understanding Explanation of Benefit (EOB) messages
- The Recoupment Process
- Resources
- Questions & Comments

Attendees will review a sample RA so they will get an understanding of each section of an RA and be shown how to interpret the data in each section. Attendees will receive a thorough explanation of the recoupment process, including when it occurs and how it affects previously submitted claims and the financial impact to your business.

The trainings will have plenty of time to address attendees’ questions. Additionally, attendees are encouraged to submit their RA questions prior to the training to the EVV mailbox, ctevv@dx.com. The submitted questions will be addressed during the training and will be in a Frequently Asked Questions (FAQ) document that will be made available after the training. Please submit all questions to the EVV mailbox, ctevv@dx.com, by Friday, August 31, 2018.

HOW CAN I REGISTER?

To register for trainings, please click one of the links below.

Date and Time	Deadline to Register	Registration Link
Thursday, September 6, 2018 10:30 AM – 11:30 AM	Tuesday, September 4, 2018	https://www.surveymonkey.com/r/RATrainingVR09062018
Wednesday, September 12, 2018 2:30 PM – 3:30 PM	Friday, September 7, 2018	https://www.surveymonkey.com/r/RATrainingVR09122018

If you have any questions about this RA training, please send an email to ctevv@dx.com.