



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

September 4, 2024

ALTSA: AFH #2024-037

ALF #2024-031

Planned Department adjustment to paid claims

Dear Provider/Administrator:

The Aging and Long-Term Support Administration (ALTSA) and Developmental Disabilities Administration (DDA), in collaboration with the Health Care Authority (HCA), will initiate adjustments to paid claims, on known cases, where incorrect client responsibility (CR) amounts may have been deducted from the paid claims. The claim adjustments are planned to occur the week of 09/09/2024 and should show on your 09/13/2024 remittance advice.

As of April 2024, ProviderOne no longer automatically updates client responsibility (CR) amounts applied to social service authorizations when the CR amount was reduced after the month had already started. As a result, there are instances where claims were submitted, and the incorrect amount of CR was deducted from the paid claims.

ALTSA, DDA, and HCA have been actively working to identify a process to ensure social service authorizations are updated in a more timely manner when CR amounts are reduced after the month has started. Beginning September 2024 DSHS will review a weekly CR report and will manually update affected social service authorizations. In addition to improving the process moving forward we have been working on identifying affected claims and updating current records where too much CR was applied. Once identified, we will initiate an adjustment for all paid claims associated to a client and month of service where there is an indication that excess CR was applied to the authorization. The expected outcome for most of the adjusted claims will be additional monies paid to the provider. However, some of the adjustments will be neutral and a few may result in a provider overpayment.

Providers should continue to monitor their authorization list on a monthly basis to confirm CR amounts for each client. If you receive a ProviderOne notification that something has changed for your social service authorization, you should review that record as soon as possible to ensure you are aware of the change. It is the provider's responsibility to contact the client's case manager immediately if there are any questions or concerns about CR that is applied to the authorization. In addition, providers should check each of their ProviderOne remittance advices (RAs) to verify how much CR was deducted from paid claims and adjust paid claims as needed. For assistance with reviewing your RAs or adjusting claims, contact HCA's Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022 or [Social Services Provider Webform](#).

For questions about this update or to inquire whether your provider ID might be impacted, please email p1_escalation@dshs.wa.gov.

Thank you for your continued commitment to client health and safety.

Sincerely,

Catherine Kinnaman, Director
Home and Community Services Division

DSHS: "Transforming Lives"