



PROVIDER ALERT



Alert #9 - 2008-April 24 HCAL, HCYAB, HCNC, HCNE, HC CMP, HCCH

COMMUNITY CARE BEHAVIORAL HEALTH CLAIMS TRAINING

“How Do I Keep My Money Flowing”

The best way to keep your money flowing is to have an informed billing staff. This training is targeted to those folks. Submitting a *complete and correct* claim will ensure a steady cash flow. Claims training offers a chance for new hires to learn about the specifics of Community Care. The trainings also present updates on changes to existing requirements. All billing personnel need to take advantage of this opportunity to stay informed on Community Care billing guidelines.

The specifics of each stage of the billing cycle will be covered.

- Timely file guidelines
- Requesting exceptions to timely file
- Utilizing Provider Online – Community Care’s web-based application
- Claim form requirements
- Claim Corrections
- Claim follow-up – Provider Online and the Claims Phone Line
- Importance of the attention to detail in your billing office

A listing of the dates, times, and venues is attached. The afternoon session will be a repeat of the morning session. Lunch is not included. Registration for the training sessions is mandatory, due to capacity limits at the training sites.

We are looking forward to working with you to ensure your claim submissions to Community Care result in quick cash turn-around.