



South Carolina Care Call

Users' Manual

Adult Day Health Care

**Community Long Term Care
Department of Health and Human Services
State of South Carolina**

Table of Contents

Table of Contents	2
Section 1 – Introduction.....	3
1.1 Background.....	3
1.2 How does Care Call Work?.....	3
1.3 New or Improved Features in 2008.....	4
Section 2 – Using the Care Call Website	5
2.1 Getting Started.....	5
2.2 Maintaining Your Provider Information.....	7
2.3 Adding Other Users from Your Agency.....	7
Section 3 – Entering Claims via the Web	10
Section 4 – Entering Claims Using the IVRS.....	13
Section 5 – Claims Resolution.....	15
Section 6 – Missed Visits.....	19
Section 7 – Reports	22
7.1 Client Activity Report.....	25
7.2 Exception Report	26
7.3 Resolutions Report	26
7.4 Preliminary Invoice Report.....	26
7.5 Billing Invoice Report	26
7.6 Provider Schedule Report.....	26
7.7 Open Authorizations	26
7.8 Remittance Advice Report	27
7.9 Provider Activity Report (Worker Activity Report)	27
7.10 Time and Attendance Report	27
Section 8 – Exception Codes	28
8.1 Initial Exception Codes	28
8.2 Exception Codes after Claims Resolution Process.....	29

Section 1 – Introduction

The South Carolina Division of Community Long Term Care (CLTC) has developed User's Manuals to provide instruction and reference for providers who use Care Call. These manuals are available from the link labeled Care Call Manuals on the Care Call website at <https://scc.govconnect.com>. These manuals coupled with training provided by CLTC and careful attention to the instructions on both the Interactive Voice Response System (IVRS) and each web screen enable providers to perform Care Call's routine functions.

If questions remain after review of the User's Manual, contact CLTC via email at carecall@scdhhs.gov or by phone at 803-898-2590.

1.1 Background

The Care Call system is an automated system used for service documentation, service monitoring, web-based reporting, and billing to MMIS. For adult day care, adult day care nursing and adult day care transportation, providers call a toll free number to document service delivery or document service delivery via the Internet. In all cases, services documented are compared with the prior authorization to determine if the service was provided appropriately.

For monitoring of service delivery and reporting, real time reports allow providers and case managers to monitor participants more closely to ensure receipt of services. On a weekly basis, Care Call generates electronic billing to MMIS for services provided. Only authorized services and the total units provided (up to the maximum authorization) are submitted to MMIS for payment. This billing ensures accuracy of claim processing.

1.2 How does Care Call Work?

Care Call is based on simple principles.

1. The provider performs the adult day care, adult day care nursing or adult day care transportation that has been prior authorized.
2. The provider uses a touch-tone phone to call the toll-free Care Call number or the web to record that the service was provided.
3. From that IVR or the web entry, Care Call generates a claim that is submitted electronically to MMIS for processing.
4. Claims are submitted for processing weekly on Sunday. Payment is made directly to the provider.
5. The provider uses the web to run reports that monitor services being provided, claims submission and payment by MMIS.

1.3 New or Improved Features in 2008

Each of these new or improved features is discussed in detail in this manual.

- Provider section for providers to enter address, phone number, fax number, and e-mail address.
- Claims resolution will be done via the web by the provider entering the required information regarding a missing claim. CLTC staff will review and resolve and the provider will be able to review the outcome of each claim resolution.
- Missed visit documentation will be done via the web by the providers.
- Existing reports for providers have been improved and several new reports added to assist in managing claims and authorizations.

Section 2 – Using the Care Call Website

2.1 Getting Started

To use the Care Call Website, the provider needs

1. Access to the Internet,
2. For first time users, their Provider ID, password, and FEIN.
3. For repeat users, their Provider ID and password.

The Care Call website is <https://scc.govconnect.com>.

The Welcome screen below is the first Care Call screen. The first time the provider uses the website, you must enter your Provider ID in the Provider Log In section under “I am a new user (I need a password)”. Press Create Password.

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- [DHHS Home Page](#)
- [Medicaid Information](#)
- [Provider Information Center](#)
- [Long Term Care Information](#)
- [Medicaid Provider Manuals](#)
- [CLTC Scopes of Services](#)
- [DHHS Telephone Directory](#)
- [SC Access](#)

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID:

Enter Password:

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID:

Enter Password:

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID:

Create Password

The next screen requires you to enter your CLTC assigned password, Federal Tax ID number, and a new password and then click Continue.

Create Password

Instructions: Enter the password you would like to use for the SC Care Call Service Monitoring System. Password must be 6-8 characters in length. Enter your Federal ID for added security. All fields are required.

EXIT →

Create <Provider Name> Password

Enter your CLTC-assigned Password:

Enter your Federal Tax ID Number:

Enter your new Password:

Re-enter your new Password:

Continue

(If you do not know your CLTC assigned password, contact Community Long Term Care at 803-898-2590.)

The next screen indicates you have successfully created a new password and can now use the website. Pressing Continue takes you to the Main Menu.

Success

EXIT →

Your new Password has been successfully created. Please make note of your Password and keep it in a safe place.

Continue

Please make a note of your password and save it in a safe place. If you lose your password, you must call FDGS Client Services at 1-800-747-1374; press 2 for Client Services.

You will only need to set up your agency as a user one time. In the future, you will enter your ID and password from the Welcome Screen under Provider Log In to access your Care Call information. A provider user can only see information specific to the clients assigned to that provider.

2.2 Maintaining Your Provider Information

On the lower left side of the Main Menu is your provider Information.

The screenshot shows the 'Main Menu' interface with a blue header and a white background. The 'Provider Information' section is highlighted with a red border. It contains the following text:

Administrative Functions
Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Provider Information
Select Edit to change

Name: Alexander, Chris
eMail1: calexander@sccworks.com
eMail2: cra@fuse.net
Phone1: 803-555-1212
Phone2: 803-241-5678
Fax: 803-555-1234

[Edit](#)

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Select the button below to view previously run reports or execute previously created report templates.

[View Reports](#)

[EXIT →](#)

It is the place to record the contact information for your agency. The first time you sign on to the website after April 22, 2008, it will be prepopulated with the information Care Call has in its database for your agency or provider group. Please check the information to assure that it is complete and current.

This information will be used by CLTC to quickly communicate with you and give you information of importance to your agency. Examples include problems with the Care Call IVR System, changes in payment dates and other programmatic information. Please be sure that you keep your contact information updated so you can receive this information quickly.

To add or change any of the information, click on the Edit button. Care Call will allow you to edit each field except the Name field. When you have finished, click on Save and your provider information will be updated on the Menu Screen.

2.3 Adding Other Users from Your Agency

Many people within an agency can use the website. You can create other users at any time from the Main Menu by selecting Add/Edit/Delete Users.

Main Menu

Instructions: Select a menu item below.

EXIT →

Administrative Functions

Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Select the button below to view previously run reports or execute previously created report templates.

View Reports

Provider Information

Select Edit to change

Name:

eMail1:

eMail2:

Phone1:

Phone2:

Fax:

You need to ensure that this information is accurate, complete and updated.

Edit

You will see the following screen:

Provider Administrative Functions

Add or Edit a Provider

EXIT →

Add or Edit a Provider By Entering or Selecting the Criteria Below:

Admin	Name	Provider ID	PWD	Verify PWD	Terminate
<input checked="" type="checkbox"/>	Maxine Jones	EX6543	floyd4	<input type="text"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Christopher Daley	EX6543	1bosco	<input type="text"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Jo Ann Jax	EX6543	charles8	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add
Continue

This screen lists each person at your agency who is able to use Care Call via the web and a blank line for you to add another by entering his name and password.

Considerations with this screen:

- Checking Admin allows the worker to create other users, do claims resolution and run reports. It is important to remember that when you give a worker administrative rights, that worker can update the information for all other users in your agency. Only give these rights to workers in your agency who need them.

- If the worker only needs to run reports, do not check Admin.
- When a worker no longer needs access to Care Call, use this screen to terminate their password and Care Call access. If the user leaves your agency, they will still have access to your information unless you terminate their password.

Click Continue to view the changes you have made to web users. Then, on this screen, click Accept to save your changes.

Confirm Changes EXIT →

Select "Accept" to save any changes or select "Edit" to go back to the previous screen to make additional changes.

Admin	Name	Provider ID	PWD	Verify PWD	Terminate
<input checked="" type="checkbox"/>	Maxine Jones	MJ2345	floyd4		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Christopher Daley	CD6665	1bosco		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Jo Ann Jax	JAJ946	charles8	charles8	<input type="checkbox"/>
<input checked="" type="checkbox"/>	James Newuser	JN0919	mentor1	mentor1	<input type="checkbox"/>

When training your agency's users, please assure that they understand what functions they are authorized to perform on the web and that their status (admin or not) determines the screens that are displayed when they log in to Care Call.

Section 3 – Entering Claims via the Web

To use the Care Call Website, the provider needs

1. Access to the Internet,
2. Their Provider ID and password

The Care Call website is <https://scc.govconnect.com>.

To enter claims via the web, the user must log in with a regular Provider ID and not with a Group Provider ID. On the Welcome page, complete your provider log in:

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- [DHHS Home Page](#)
- [Medicaid Information](#)
- [Provider Information Center](#)
- [Long Term Care Information](#)
- [Medicaid Provider Manuals](#)
- [CLTC Scopes of Services](#)
- [DHHS Telephone Directory](#)
- [SC Access](#)

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID:

Enter Password:

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID:

Enter Password:

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID:

Create Password

When you log in, you are automatically taken to the Main Menu screen, click on Enter New Claims.

Main Menu

Instructions: Select a menu item below.

EXIT →

Administrative Functions

Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Select the button below to view previously run reports or execute previously created report templates.

View Reports

Provider Information

Select Edit to change

Name:

eMail1:

eMail2:

Phone1:

Phone2:

Fax:

You need to ensure that this information is accurate, complete and updated.

Edit

On the next screen select the service and date you would like to enter claims for:

Administrative Search

Instructions: Select a service then add a Date Range to search within and press "Search".

EXIT →

Select Service:

Select Date Range:

Claims for day care and day care transportation can be entered for the current day and the previous 30 days. Claims for day care nursing can be entered for the current week and the previous five weeks.

The next screen (shown below) lists each client authorized to receive the service on the date you entered.

- If you provided service to the client indicate "1" under units and "save" under action.
- If you need to add a claim for a client who is not listed, select the Add Claim button and another line will appear with the client field blank. Enter the client's CLTC#, "1" under units and "save" under action.

Selecting Calculate Total Units will display the number of clients you indicated received service on the specified date.

Provider Add Claim(s) (ADC)

Instructions: Please follow the instructions provided for each step. [EXIT →](#)

Date Range: XX/XX/XXXX to XX/XX/XXXX

1 Enter the claim information below.

Date Range	Client	Worker	Provider	Service	Authorized Units	Units	Action
01/01/02	1234567 Jones, Mary	12349999	EX1234 Special Services	ADC	1	<input type="text" value="0"/>	<input type="button" value="....."/>
01/01/02	8465187 Brown, Gene	12349999	EX1234 Special Services	ADC	1	<input type="text" value="0"/>	<input type="button" value="....."/>
01/01/02	1598754 Alexander, Chris	12349999	EX1234 Special Services	ADC	1	<input type="text" value="0"/>	<input type="button" value="....."/>
01/01/02	6541134 Kelly, Sandy	12349999	EX1234 Special Services	ADCN	1	<input type="text" value="0"/>	<input type="button" value="....."/>

X

When you have finished adding all claims, press Record Claims and you will see the Confirmation screen that lists each claim you have entered and saved.

Provider Functions

Confirmation

[EXIT →](#)

You have added the following claims for March 21 2008
Total units added were 1

Claim #	Client	Units
08032405349	Willie Mays	1

[Privacy Policy](#)

Section 4 – Entering Claims Using the IVRS

To use the Interactive Voice Response System (IVRS), the provider needs

3. Access to a **touch-tone** telephone,
4. Their Provider ID number and PIN,
5. Knowledge of service being provided for each client, and
6. Each client's CLTC number.

To access the Care Call, the provider calls **1-888-978-2273**.

Sample script with no errors:

Care Call	Provider Response
Welcome to the South Carolina Care Call Voice Response System. To continue this call in English press 1.	1 is pressed
To check-in, press 1. To checkout, press 2.	Press 1 if you want to enter clients that received services today
Please enter your eight-digit South Carolina Care Call Worker ID. To return to the main menu press the pound (#) key.	Enter your CLTC provider ID (not including the EX) and 9999
Please select from the following list of services. To enter claims for <ul style="list-style-type: none"> ▪ Adult Day Care, press 1 ▪ Adult Day Care Nursing, press 2 ▪ Adult Day Care Transportation, press 3 	Press 1, 2 or 3
You have entered (service indicated). If this is correct press 1, if this is not correct press 2	
Please enter your personal identification number or PIN.	Enter the Care Call IVR PIN that has been given to you by CLTC
<i>(After entering your PIN, Care Call calls back the clients that are authorized to receive services today)</i> If (client's name) attended Adult Day Care today, press 1, if not, press 2	Press 1 if the client attended today, press 2 if the client did not attend today
<i>(After the IVR has called back all the clients authorized to attend today, the following phrase plays)</i> If you are finished entering claims, press 1. To enter a client that has not been listed, press 2.	If you press 2,
Please enter the client's seven digit CLTC number	Enter client's CLTC #
If the client is (client's name), press 1, if not press 2	Press 1, if the correct name is played
If (client's name) attended Adult Day Care today press 1, if not press 2	Press 1 if the client attended today, press 2 if the client did not attend today

If you are finished entering claims, press 1. To enter a client that has not been listed, press 2.	Press 1, if you are finished, pressed 2 to enter additional clients
To hear and verify the list of entries you have made during this call, press 1, to save claims and end this call press 2	Press 1 to verify or press 2 to end the call
<i>(If you press 1, the following phrase will play for each client that you indicated attended today)</i> You have indicated that (client's name) attended Adult Day Care today. If this is correct press 1, if not press 2	Press 1, if the client attended
<i>(If you press 2, the following phrase will play)</i> Your claims have been successfully recorded.	

It is very important to hear “Your claims have been successfully recorded” before hanging up the phone. This phrase indicates your call was successful and claims will be submitted to MMIS for payment.

If you encounter any problems using the system, send an e-mail to carecall@scdhhs.gov.

Section 5 – Claims Resolution

Providers can add claims to Care Call during the normal process by phone on the date of service delivery and on the website up to 30 days after service has been provided. If a claim is not added through the normal process, the resolution process, as allowed by CLTC policy, must be used. Claims not added within 30 days of service delivery for day care and transportation or six weeks for day care nursing are considered “old claims”. Providers should check the claim information carefully before submitting resolutions to complete any changes or edits to each claim since the resolution for any claim can only be submitted one time.

Claims resolution can be done for dates of service back one calendar year.

To use the Care Call Website, the provider needs

1. Access to the Internet,
2. Their Provider ID and password
3. A list of clients, date(s) of service and the service provided for each

The Care Call website is <https://scc.govconnect.com>.

On the Welcome page, complete your provider log in:

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- [DHHS Home Page](#)
- [Medicaid Information](#)
- [Provider Information Center](#)
- [Long Term Care Information](#)
- [Medicaid Provider Manuals](#)
- [CLTC Scopes of Services](#)
- [DHHS Telephone Directory](#)
- [SC Access](#)

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID:

Enter Password:

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID:

Enter Password:

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID:

Create Password

When you log in, you are automatically taken to the Main Menu, click on Submit Resolutions and Old Claims.

Main Menu

Instructions: Select a menu item below. EXIT →

Administrative Functions
Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Provider Information
Select Edit to change

Name:

eMail1:

eMail2:

Phone1:

Phone2:

Fax:

Edit

You need to ensure that this information is accurate, complete and updated.

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Select the button below to view previously run reports or execute previously created report templates.

View Reports

From the Main Menu, the user will first access the Resolution Search screen:

Resolution Search

Instructions: If you logged in as a Provider Group, select your Provider ID. If you are adding Resolutions for Adult Daycare, Meals or Case Management, select the Service and press "Add Resolution". If you are adding or editing Resolutions for In Home services, select the Service and press "Add Resolution". Then provide a Date of Service range and select "Search." EXIT →

Provider ID:

Select Service:

Cancel **Add Resolution**

The provider ID will be prepopulated unless a Group Provider ID has been used to log in. If a Group Provider is logged in, the user must select one of the Provider ID's in the Group from the dropdown box. The user must also select the appropriate service from the drop down box.

When you click on the Add Resolution button, the Add Old Claim(s) ADC screen appears:

Provider Add Old Claim(s) ADC

Instructions: Enter claim information in the blanks. To enter additional claims, click the "Add Claim" button to add additional lines for new claims. When all of the claims have been entered, click "Continue" to verify the claim information. **EXIT →**

Daycare/Nursing/Transportation

Provider: EX0887

Enter the claim information below.

CLTC #	Service	Date of Service	Reason	Action
1234567 Jones, Mary Calendar

Calculate Total Claims X **Add Claim**

Cancel **Continue**

To add a claim, you must enter the following information:

- The client's CLTC #,
- Type of Service (from the drop down)
 - Adult Day Care
 - Adult Day Care Nursing
 - Adult Day Care Transportation
- Date of Service
- Reason (from the drop down)
 - Care Call not functioning
 - Forgot to file claim
 - Not submitted to MMIS
 - Claims not entered timely
- Action
 - Blank (claim will not be submitted)
 - Submit

If there are additional claims to add, click on the Add Claim button for each additional line needed. Clicking the Calculate Total Claims button will display the number of clients you indicated received service with Submit selected as the Action.

When you have finished adding claims, click Continue and you will see the screen below which allows you to verify the claims that were added.

Provider - Verify Resolutions and Old Claims (ADC)

Instructions: Review items. Click "Edit Changes" to return to previous screen and make corrections. Click "Submit" to record the entries in the database.

[EXIT →](#)

Service Date Claim #	Submission Date	Provider ID	CLTC Area, # Client Name	SVC	Reason	Action
02/22/2008 "New Claim"	03/26/2008	EK7607	77 7710061 Highstreet, Fred	ADC	Care Call not Functioning	Submit

[Edit Changes](#)

[Submit](#)

Note that a claim added through this resolution process is not assigned a claim number until reviewed and accepted by CLTC. If the information on this screen is not correct, you can click the Edit Changes button to revert to the Add Old Claims screen for additional changes.

When you click on Submit, you will see the confirmation screen which can be printed for your records.

Provider - Resolutions and Old Claims Confirmed (ADC)

[EXIT →](#)

Service Date Claim #	Submission Date	Provider ID	CLTC Area, # Client Name	SVC	Reason	Action
02/22/2008 "New Claim"	03/26/2008	EK7607	77 7710061 Highstreet, Fred	ADC	Care Call not Functioning	Submit

[Return to Main Menu](#)

The CLTC regional office will be automatically notified through Care Call when you submit resolutions to be processed. They will research the resolution to determine whether to accept or reject.

You can check on the status of the processing of the Resolutions by running a Resolutions report for the date(s) of service. If a Resolution is accepted by CLTC, the claim will then appear in the regular claim reports. This report is described in more detail in Section 7 of this manual.

Section 6 – Missed Visits

Providers must use the web to document the reason for a missed visit.

To use the Care Call Website, the provider needs

1. Access to the Internet,
2. Their Provider ID and password
3. Information on the missed visit(s)

The Care Call website is <https://scc.govconnect.com>.

On the Welcome page, complete your provider log in:

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- [DHHS Home Page](#)
- [Medicaid Information](#)
- [Provider Information Center](#)
- [Long Term Care Information](#)
- [Medicaid Provider Manuals](#)
- [CLTC Scopes of Services](#)
- [DHHS Telephone Directory](#)
- [SC Access](#)

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID:

Enter Password:

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID:

Enter Password:

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID:

Create Password

When you log in, you are automatically taken to the Main Menu, click on Enter Missed Visit Codes.

Main Menu

Instructions: Select a menu item below.

EXIT →

Administrative Functions

Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Select the button below to view previously run reports or execute previously created report templates.

View Reports

Provider Information

Select Edit to change

Name:

eMail1:

eMail2:

Phone 1:

Phone 2:

Fax:

You need to ensure that this information is accurate, complete and updated.

Edit

From the Main Menu, the user will first access the Add or Edit a Missed Visit Reason Code screen seen below:

Add or Edit a Missed Visit Reason Code

Please follow the instructions provided for each step.

EXIT →

Search for a claim by entering information in the fields below:

Search By Date of Service (DOS)	Search By Provider ID:	Search By CLTC #:
<p>Enter DOS:*</p> <p>From: <input type="text"/> Calendar</p> <p>To: <input type="text"/> Calendar</p> <p style="text-align: center;">*required</p>	<p>Provider ID:</p> <p>MJ2345</p> <p style="text-align: center;">*required</p>	<p>Enter CLTC #:</p> <p><input type="text"/></p> <p style="text-align: center;">*optional</p>

Back
Cancel
Continue

The provider ID will be pre-populated. The user must specify the Date(s) of Service as search criteria. The client's CLTC # is not required.

When you click on the Continue button, the following screen appears:

Select a Missed Visit Reason Code

Please follow the instructions provided for each step. EXIT →

Select the Missed Visit Reason Code for <provider name> from the dropdown menu below:

Client Name	CLTC #	Date of Service	Services	Missed Reason
Clark, Catherine	1234567	01/01/2008	ADC
Wells, Dawn	1234567	01/01/2008	ADCN	Missed Visit Service Interruption Not a Missed Visit
Adler, Carol	1234567	01/01/2008	ADC

Cancel Continue

It lists all missed visits for Day Care and Day Care Transportation for the Date(s) of Service specified in your search. You may choose the reason the service was not provided:

- Missed Visit – This should be used if this is truly a missed visit, when the client desired services and the agency was not able to provide them. Examples: The pipes burst and the Day Care Center had to close. The van broke down and cannot provide transportation (two missed visits - transportation and day care).
- Service Interruption – This should be used when the client is unavailable for services. Examples: The client is hospitalized or refuses to attend.
- Not a Missed Visit – This should be used if Care Call shows a missed visit for a day when the authorization did not indicate services should be provided. This should be used very rarely. Example: The service is authorized for each Wednesday; Christmas falls on Wednesday and your agency has notified CLTC that it will not provide services on that holiday.

Click on the Continue button to have the missed visit reason saved in Care Call.

Section 7 – Reports

Included in Care Call are multiple reports that providers can use to review and manage their activities. These reports are accessible via the web at any time and contain real-time, current information that can be displayed in four different formats: HTML, Excel, Word or PDF.

To use the Care Call Website, the provider needs

4. Access to the Internet,
5. Their Provider ID and password

The Care Call website is <https://scc.govconnect.com>.

On the Welcome page, complete your provider log in:

The screenshot shows the 'Welcome' page of the SC CLTC Staff Log In system. The page has a blue header with the word 'Welcome' in white. Below the header, there is a paragraph of text describing the system. To the right of this text is a 'SC CLTC Staff Log In' form with fields for 'Enter User ID' and 'Enter Password', and a 'Log In' button. Below the main text is a list of capabilities. To the right of this list is a 'Provider Log In' form with two options: 'I am a REGISTERED USER (I Have a Password)' and 'I am a NEW USER (I Need a Password)'. The 'REGISTERED USER' option has fields for 'Enter Medicaid Provider ID' and 'Enter Password', and a 'Log In' button. The 'NEW USER' option has a field for 'Enter Medicaid Provider ID' and a 'Create Password' button. A red box highlights the 'Provider Log In' section. At the bottom left, there is a 'SC DHHS Links' section with a list of links.

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- [DHHS Home Page](#)
- [Medicaid Information](#)
- [Provider Information Center](#)
- [Long Term Care Information](#)
- [Medicaid Provider Manuals](#)
- [CLTC Scopes of Services](#)
- [DHHS Telephone Directory](#)
- [SC Access](#)

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID:

Enter Password:

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID:

Enter Password:

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID:

Create Password

When you log in, you are automatically taken to the Main Menu screen where each report type is listed.

Main Menu

Instructions: Select a menu item below.

EXIT →

Administrative Functions

Administrator Access Only

- [Add/Edit/Delete Users](#)
- [Enter Missed Visit Codes](#)
- [Submit Resolutions and Old Claims](#)
- [Enter New Claims](#)

Create Report Template

Activity Reports

- [Client Activity](#)
- [Provider Activity](#)
- [Authorized Services - Exceptions](#)

Provider Reports

- [Billing Invoice](#)
- [Remittance Advice](#)
- [Provider Schedule](#)
- [Time & Attendance](#)
- [Preliminary Invoice](#)
- [Resolutions](#)

Service Quality Reports

- [Open Authorizations](#)
- [Unauthorized Phone Number](#)
- [Overlapped Claims](#)

Select the button below to view previously run reports or execute previously created report templates.

View Reports

Provider Information

Select Edit to change

Name:

eMail1:

eMail2:

Phone1:

Phone2:

Fax:

You need to ensure that this information is accurate, complete and updated.

Edit

Select the report you want to run by clicking on the title or click on the View Reports button is you want to see a previously run report or execute a previously created report.

If you click on a specific report, the next screen displayed will be the Report Filtering and Sorting screen. Most reports have a filtering and sorting screen like the one shown below:

Report Filtering & Sorting Activity and Provider Reports

Instructions: Select or enter the filtering and sorting options below then click "Run Report" to generate the report. See the Online Instructions for a detailed explanation of these options.

[EXIT →](#)

1 Select Your Filtering Options (Narrow the Report Details)

→ Select SERVICE Date or Date Range (For 1 day's information, select the same date for "From" and "To")

From: [Calendar](#) To: [Calendar](#) [Specific Dates](#) ▼

→ Select CLTC Area: [All](#) ▼

→ Enter a Case Manager ID:

→ Enter a CLTC #: * At Risk Flag: *

→ Select Service: [All](#) ▼
Hold down Ctrl key to make multiple selections.
Personal Care 1
Personal Care 2
Attendant Care

→ Enter a Provider ID #: *

→ Enter a Worker ID #: *

→ Select an Exception Code: [All: All exception codes \(excluding A2-Non-Authorized Service Period\)](#) ▼
Hold down Ctrl key to make multiple selections.
A1: No Authorization To Match Service Delivery
B: Non-Authorized Service Period
C1: No CheckIN but CheckOUT exists

View Details View Summary Only View List

* If any of these fields are left blank, your report will contain all available data for the items you selected.

2 Select the Item(s) By Which You Would Like Your Report To Be Sorted

Select Sort 1: [None](#) ▼

Select Sort 2: [None](#) ▼

Select Sort 3: [None](#) ▼

3 Give a name and description to the report template

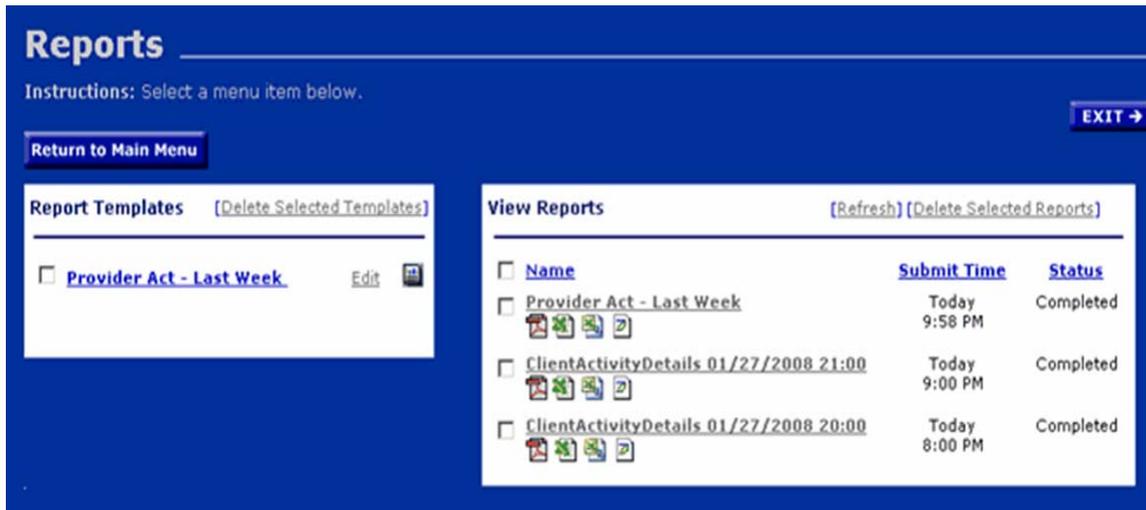
* Template Name Template Description

[Save as Template](#) [Run Report](#) [Save and Run](#) [Cancel](#)

By this screen, a user can specify a date range or specific values to be matched in the Care Call database for inclusion in the report. Depending on the report, users have a Detail, Summary or List View of the report data. On most reports the user can select custom record sorting (though users should be aware that grouping in the reports overrides the sort criteria).

NOTE: Some reports have their own unique Filtering and Sorting screen that may be different from the example above. Users must pay careful attention to the available criteria as well as the View formats listed for the report.

After selecting your report criteria, you can Save as a Template, Run a Report or Save and Run. When you make your selection, a screen similar to the one below will appear:



On the left side are any Report Templates you have saved. Many users find this feature helpful if they need to routinely run reports with the same filter and sort criteria. You can also edit parts of the report, such as the date range or worker ID. Click on the name of the template to open and run it.

On the right, are the reports in progress and recent reports that have been run in the last three days. The first one on the list, when you first access this screen will show the Status as "in process" and the Status will change to complete when the report has collected the data you specified and is ready for your review. Click on the appropriate icon for the report to open the report for viewing, saving to your hard drive or printing. From this page, the user can return to the Main Menu or Exit Care Call.

This manual will provide a brief description of the reports available to providers. Only by using them can the provider determine which best meet his needs and obtain the full benefit from the robust reporting capabilities Care Call offers. It is important to remember that reports are available on demand (unless otherwise noted) and contain current, up-to-the minute information.

The following details only the reports that can be utilized by day care providers:

7.1 Client Activity Report

Known as the "core report", the Client Activity report contains all services provided in a given time period, specifying the overall picture of the service that was provided from the time the worker arrives at the client's site through submission of the claim and payment to the worker or Agency. It includes all relevant information related to the service delivery (worker, client, units, date/time and any exceptions). The report can be grouped and sorted using several different criteria including case manager, client, worker and date of service.

7.2 Exception Report

This report displays claims for which exceptions are indicated. The user may select all exceptions or any subset of exceptions for all or any subset of services. Included in the report is the ability to list missed visits or the absence of a claim for a visit that was authorized and should have been made. Exceptions are used to readily identify claims that do not meet the business rules established by CLTC for the program. Exceptions are discussed in more detail in the last section of this manual.

Missed Visits (claims with A2 exception codes) are listed on the bottom of the Exception Report.

7.3 Resolutions Report

The Resolutions Report shows claim resolutions submitted by providers along with CLTC status and disposition. It is used to view and check status of claim corrections.

7.4 Preliminary Invoice Report

This report is designed to provide detailed information about claims that were and were not submitted to MMIS for processing. It includes

- Claims that were submitted to MMIS for processing and payment, regardless of when they were entered into Care Call.
- Claims entered since the last claim submissions that were not submitted to MMIS due to some critical exception condition.

This report is made available via the web every Sunday. This replaces the e-mail report that providers have been receiving. **It is important that you run this report each week if you want to have the preliminary invoice information. A history of this report is not maintained on the web; only the current report is available.**

7.5 Billing Invoice Report

This gives a list of claims for each service date, along with the MMIS billing status and amount. With this report, providers have documented what was submitted for payment each week and then monitor the Remittance Advice to ensure that each claim was adjudicated as expected.

7.6 Provider Schedule Report

This report lists, by date and participant, all home visits for the current week. It is a tool for providers to use in scheduling visits for the work period. Note that this report only works for Daily services, where Providers are supposed to visit on specific days.

7.7 Open Authorizations

This report lists all open authorizations for the provider user. Open means that the authorization has a Start Date before the selected Date of Service, and the End Date is

either after the Date of Service or the End Date is blank. The report includes information about the client, the date authorized, the service, and the authorized units. The report also can display either all open authorizations, or only duplicate pairs of authorizations: authorizations issued, perhaps at different times that overlap on the Date of Service.

7.8 Remittance Advice Report

This report allows the provider to download the electronic remittance advice that is generated by MMIS on a weekly basis.

7.9 Provider Activity Report (Worker Activity Report)

This report lists by worker all services performed during a given time period and the total dollars billed to MMIS for that worker.

7.10 Time and Attendance Report

This report lists by worker all services performed during a given time period. It is a useful tool for providers who need to know the revenue billed by a selected worker for a specified time period.

Section 8 – Exception Codes

8.1 Initial Exception Codes

Care Call assigns an Exception Code to a claim that does not meet all the established criteria for a “clean claim”. Providers should run Exception Reports routinely to identify and address claims needing resolution to assure that all services provided are submitted for payment in a timely manner.

Because claim data displayed in reports is real time, exception codes can change as the issue is naturally resolved by the system. (Example – When entering claims, the client is not listed so the CLTC number is entered. The claim has an A1 exception because the service is not authorized. If the service becomes authorized, the exception code no longer appears.)

Some exceptions do not keep the claim from submitting to MMIS if there are no other issues with the claim (exception with “Yes” in the Submit to MMIS column below). Others (marked “No”) cannot be submitted to MMIS for payment until or unless the information on the claim is updated. Updates that can be made by the provider using are specified in the Claims Resolution Process section of this manual.

Other exceptions that prevent submission for payment are resolved when additional information is given to Care Call. There include:

- A1 – No authorization to match service delivery. The provider should contact the CLTC office if you believe the exception is not warranted. CLTC can add an authorization to cover the visit if warranted.
- A3– Client is authorized for a different day. The provider should contact the CLTC office if you believe the exception is not warranted. CLTC can add an authorization to cover the visit if warranted.
- A4 – Client is authorized for a different service. May have chosen the wrong day care service when using the IVR. Provider will need to add a claim for the correct service.

Many exceptions are not applicable for day care providers and are so marked in the Comments column below.

Exception Codes effective April 2008

Symbol	Definition	Submitted to MMIS	Comments
A1	No authorization to match service delivery	No	
A2	Service Not Performed	No	Not performed on authorized date of service. Needs to be addressed as a missed visit.
A3	Client is authorized for a different Day	No	
A4	Client is authorized for a different service	No	
B	Non-authorized service period	Yes	Not applicable
C1	No check-in but checkout exists	No	Not applicable

C2	No checkout but a check-in exists	No	Not applicable
D	Daily units provided less than units authorized	Yes	Not applicable
E	Daily units provided exceed units authorized	Yes	Not applicable
F	Weekly hours worked more than hours authorized	Yes	Not applicable
G1	Check-in and checkout phone numbers do not match authorized	Yes	Not applicable
G2	Checkout phone number does not match authorized	Yes	Not applicable
G3	Check-in phone number does not match authorized	Yes	Not applicable
G4	Check-in and checkout phones match other client or provider	Yes	Not applicable
G5	Checkout phone number matches different client or provider	Yes	Not applicable
G6	Check-in phone number matches different client or provider	Yes	Not applicable
I1	Worker entered is not registered to perform service	No	Not applicable
I2	Worker is not registered	No	Not applicable
M	Missing Data	No	Not applicable

8.2 Exception Codes after Claims Resolution Process

As explained in the Claims Resolution Section of this manual, providers and CLTC staff perform claims resolution activities via the web. There are two steps to the process,

1. The provider adds old claims, specifying the reason, and submits it to CLTC for review.
2. After review, CLTC may accept the added claim and submit it for payment or deny the claim.

Using the Resolution report, the provider can review CLTC's determination of these claims:

- If CLTC accepts the provider's addition, it will be assigned a claim number.
- If CLTC denies the provider's addition, the resolution will be marked denied and the claim will not be entered.