

OSS Advisory Newsletter

NEW DHHS CRCF-01 FORM



The DHHS CRCF-01 Form has been updated to bring better service to you. The new form and instructions can be found at:

<http://medsweb.scdhhs.gov/formslisting.htm>

(It is currently the last form in the list)

You WILL NOT change the process you follow in regard to the new form. You will still only initiate a CRCF-01 Form for a termination from your facility, a transfer from your facility to another, a transfer to your facility from another, and for medical absences. When initiating the form for these purposes you will still send copies to your local eligibility worker and your local CLTC worker.

Now that all information can be typed into the document by you as well as the eligibility and CLTC workers, there will be less legibility issues, and documents can be more easily scanned at the claims center.

Remember to name and save your file. When printing the new form, just print the form page. If you select “print all” you will currently print the instructions as well as the form.

The main change to the form is the new Section II that is completed by CLTC. You WILL NOT need to enter anything in this area. It is for CLTC use only, and was added to take the place of another form. This change will make the process more streamlined between the eligibility office and CLTC.

Remember, there are NO CHANGES to the process for you. If you have any questions, please contact your program manager.

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WEBTOOL AND REMITTANCE ADVICES

Please be sure to print copies of your remittance advice each month. The webtool only holds the last 26 weeks of information. You will need this information for your records and to complete your Cost Report each year. Having this information pulled and printed by the Agency is costly and time consuming. Remember, there will be a charge associated with all requests for duplicate remittance advices.

October 07, 2011

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NEW PROVIDER SERVICE CENTER

TOLL-FREE 1-888-289-0709

In January 2011, the South Carolina Department of Health and Human Services (SCDHHS) implemented a new Provider Service Center (PSC) for specific provider groups. Beginning February 14, 2011, SCDHHS opened the PSC to all South Carolina Medicaid providers. The PSC will offer all provider types the expanded opportunity for assistance with Medicaid questions.

PSC customer service representatives will offer assistance with forms and manual requests, claims inquiries, payment issues and general billing issues. PSC representatives will also assist with Questions regarding the Qualified Medicare Beneficiary Program and Managed Care Services.

Providers can contact the PSC via the toll-free number :
1-888-289-0709 / 07:30AM to 05:00PM Monday through Friday.

In addition, the PSC will accept calls from all providers requiring assistance with the following:

- * Provider Enrollment
- * Electronic Data Interchange (EDI) support
- * Filing claims via the Web Tool
- * Nursing Home, OSS and Hospice room and board questions.

Your program representative will remain available to assist with complex issues and to clarify program policy.

Per SCDHHS
Medicaid Bulletin
dated July 08, 2011 -

Reimbursement for
SC Medicaid
providers will be
reduced by 7%
effective for dates of
service beginning
on July 11, 2011.

The IPC Daily Rate
has been reduced 7%
effective with dates
of service beginning
July 11, 2011.

The rate has changed
from \$16.00 a day
to \$14.40 a day.
(IPC providers only)

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How to ELECTRONICALLY Download, Complete and Transmit the 2011 RCF.IPC COST REPORT via Computer
Payments will be withheld beginning November 2011 for failure to submit

Each facility participating in the OSS and/or IPC Program was required to submit a standardized cost report, developed by DHHS, which reflects all income, operating costs and resident day information of the facility. Facilities operating the entire 12-month period (365 days) from July 1, 2010 to June 30, 2011 must complete this cost report. If you get the following message when transmitting/uploading your 2011 RCF.IPC Cost Report, "There is a problem with this website's security certificate", please click the option that says "Continue to this website-not recommended". This option will take you to the Upload screen in order to transmit your cost report.

A. Download Instructions:

1. Go to web address <http://www.scdhhs.gov/insideDHHS/Bureaus/InformationTechnologyServices.asp>
2. Under Software Downloads, click 2011 RCF-IPC Cost Report
3. Choose SAVE
4. Type a FILE NAME beginning with RC followed by your four license numbers. Ex. RC4321
5. Click SAVE and the file is now on your computer

B. Completion Instructions:

1. Complete the applicable yellow spaces on the Cost Report tab of the file
2. Once you finish all of the 13 pages, SAVE the file again using the same file name you used in A. 4.

C. Transmitting Instructions:

1. Go to web address <https://secure.dhhs.state.sc.us/seniorscp/upload.html>
2. You are about to view pages over a secure connection. Click OK
3. Information you exchange with this site cannot be viewed... Do you want to proceed? Click YES
4. Click BROWSE
5. Choose the cost report file you saved
6. Click OPEN. The file path and name now appear on the Upload Screen
7. Type the remainder of the information requested
8. Click UPLOAD FILE

The 2011 RCF.IPC Cost Report was **due no later than September 1, 2011**. The Agency **will begin withholding payments November 2011** if the 2011 RCF.IPC cost report has not been emailed or electronically submitted by Oct 14, 2011. Email your cost report to Hendgwen@scdhhs.gov. A letter will be mailed by Oct 10, 2011 to facilities that have not submitted the required cost report.

Note: You will not be exempt from filing the 2011 RCF.IPC Cost Report due to not receiving a letter.

Post Office Box 8206
Columbia, SC 29201-8206

803-898-2698
803-255-8209 fax
EMAIL : VARN@SCDHHS.GOV or
OSS@SCDHHS.GOV

Thinking about... Fun Favorites of the Fall

Although autumn officially began at the end of last month, October brings on what really feels like fall weather. With cooler temperatures, you and everyone in your facility can enjoy an array of outdoor events, the changing colors of leaves as well as the many flavorful foods of the season. This month's issue compiles a variety of things to love about Fall.

Fairs, Festivals and Fall Events – The onset of cool weather means it's SC State Fair time again! With rides, food, music, shows, and various exhibits, there's something for everyone. While most fair foods are deep fried, you can lessen the impact (and balance the extra calories) by walking around the entire fairgrounds. With a wide variety of things and people to see, the walk can be as interesting as the food is tasty. Appreciate those extra steps to and from the parking lot knowing that you're getting a little extra moderate activity. If the State Fair is too far for you to travel, consider fall events in your area. For more local festivals and events in October, be sure to check out SC's Information Highway at www.sciway.net. With an event planned every day in the month, there's sure to be something to draw you to the outdoors in celebration of the fall season.



Fall Foliage – Shades of bright red, orange and yellow become the natural decoration of the fall season. These changing colors are nature's invitation to go "leaf peeping". Leaf peeping is the simple pleasure of watching the brilliant leaf changes that are occurring right before your eyes. There are bursts of color all over SC. The mountains display a colorful scene with peaks later in the fall season due to our warmer weather. Consider taking a trip to a popular scenic destination, including many of SC's state parks or forests to view the colorful foliage displays. You could also take a stroll through the neighborhood, paying special attention to the changing colors of the maples, oaks, dogwoods, and various other trees that line the street. In addition to the vibrant leaf displays, SC features other beautiful scenes this time of year. Along the coast, you can see marsh grasses change from summer shades of green to hues of gold and amber. In rural SC, fields become white with fluffy cotton bolls, mimicking snow. Taking time away from your busy schedule or routine indoor activities and getting outdoors to experience nature can provide both physical and mental health benefits. Walking through a park to "leaf peep" is not only physically engaging, but it also can provide relaxation, stress reduction and mental restoration. So be sure to respond to your fall invitation and enjoy what nature has prepared for you.



Fun with Football – No matter the team(s) you route for, there’s nothing like the excitement of a good football game. Fall also marks the beginning of football season. There’s Friday night high school football, Saturdays filled with college teams competing, and Sundays and Mondays are reserved for the professional teams of the NFL. With all the football being played, maybe you have “football fever”. Check for these symptoms which often appear together: wearing team apparel or colors; shouting at the players, coaches, or referees; making social connections (verbal or physical, particularly high-fives) with unknown people, and using the term “we” when referring to the team. Maybe you’ve noticed some of these symptoms in your facility. Perhaps some of your resident football fans would enjoy a local high school game. Consider checking with schools in your area to see if they offer discounted or free tickets for residents who would like to attend a game. Even those who aren’t huge fans of the game may enjoy the activities surrounding a football event. Whether it’s tailgating outside the game (or cooking on the grill at your home or facility), eating hotdogs in the stand, or enjoying finger foods while watching the game on television, gathering together to cheer and have friendly football banter makes for a great social activity.



Fall’s Favorite Fruit – Fall is harvest time for many fruits and vegetables. It’s peak season for a variety of apples, making the fruit a fall favorite. There are as many varieties of apples as there are ways to enjoy them. From bright ruby Red Delicious to the tart green Granny Smiths, you can experience different tastes, textures, crispness and colors. No matter the variety you choose, apples provide outstanding nutritional value. Apples are a good source of potassium, folic acid, vitamin C and fiber. They also provide disease-fighting antioxidants. While there are countless recipes that fill the air with a welcoming autumn aroma (which is so great this time of year), the healthiest way to take advantage of apples is to eat them fresh with the skin. Create inviting edible decorations with apples for your home and facility to encourage passersby to eat them more. Enjoy them whole or sliced with peanut butter or cheese for a filling, well-balanced snack. Try them roughly chopped to add a sweet or tart crunch to salads and other favorite recipes. Caramel apples are sweet treats of the season. So take a big bite and reap the health benefits of fall’s favorite fruit.

Here’s to enjoying the fall this October ! I hope you find this information helpful because I’ve really been *Thinking About It*.

Your Happy Healthy Thinker



Thinking About It is brought to you by:
Office for the Study of Aging
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