Log in to SanWITS – Enter your Agency and Facility- Click GO

BHS Billing Unit requires all the providers to review the three important screens prior to releasing the encounters to billing.

Note: All client information used in this guide are fictitious and solely for training purposes only.

REVIEW PROCESS

Go to Agency - Client List – Enter the Client’s First and Last Name or the Unique Client ID # - click Go

1. Review the Client Profile screen data
1) Review the client profile by entering the Client’s First and Last Name or the Unique Client ID #.
2) Click GO

Notes:

- The guidelines in completing the Client Profile is part of the SanWITS Basic/Updates training and will be part of the SanWITS manual.
- If you only viewed the screen, click the Cancel or Finish button to exit. Only click Save when you make changes on the Client Profile.

II. Review the Payor Group Enrollment screen

1) Click the Actions button and Edit to open the Benefit Plan information
2) Make sure all the bright yellow fields have the correct information.

Notes:
- The guides in completing the Payor Group Enrollment screen is included in the Organizational Provider Billing Manual.
- Subscriber ID #: must be 8 numbers plus 1 upper case letter (total of 9 digits).
- Coverage Start Date: must match the Program Enrollment.
- Ensure the client’s name and DOB in Payor Group Enrollment matches the Medi-Cal eligibility verification report.
- Coverage End Date: required if client is discharged from the program or aid code has changed.
- A valid aid code for the month and year of service must be entered in the Aid Code field. If aid code changes from last month (ex. 07/2018), provider must end the existing Payor Group Enrollment using the last day of the previous month (ex. 07/30/2018) as the End Date. Then, open a new Payor Group Enrollment using the first day of the month (ex. 08/01/2018) that the new aid code is effective.
- Address 1: must enter the physical address (no PO Box or do not type homeless). If client is homeless, please use your facility address instead.
- Address 2 (white field) can be used for Apt. #, etc.
- Zip Code: use the correct zip code (visit usps.com website to verify).
- After reviewing the Payor Group Enrollment screen and no changes is applied, click the Cancel button. Only click the Save button when updates or changes are made on this screen.
III. **Review the Encounters screen**

1) On the left-hand side of your screen (blue navigation pane), click Agency – Billing – Encounter List. Please revised

2) Open the Encounter Profile by clicking the Actions button (pencil) Please revised
3) Carefully review the Encounter fields

NOTES:
- All the bright yellow fields are required by the system
- Some white fields (e.g. Duration) are also required
- Billable field: Yes
- Medi-Cal Billable: Yes
  (note: if the service is used to clear the SOC, the service should be county billable).
- Primary Diagnosis field must be present. Use the ICD-10 Master Chart (version 10/2017) from BHS Billing Unit.
- Rendering Staff: must have a valid NPI set-up in the Staff Members List page in SanWITS
**BILLING PROCESS:**

I. **Release to Billing**

1) After carefully reviewing the client and claims data, scroll all the way down to the Administrative Actions and click **Release to Billing**.

2) Save and Finish to return to the main screen of the Encounter List.

II. **After Release to Billing**

1) On the navigation pane, click Billing – Claim Item List

2) Complete the four (4) fields: Plan, Item Status (Item Status default: All Awaiting Review), Facility, and Service Date fields.  
   **Note:** To enter a service date range, use this format: 07012018:07312018 (for July 2018 services).

3) Click GO. The services you released to billing will appear at the bottom of your screen.
4) Release claims to ready for batching. Providers can either release the claim individually to review the claim entry one more time or to release the claims altogether.
   a. To release encounter individually, click the pencil icon and click Profile.

   ![Release encounter individually](image)

   b. On the Administrative Actions, click Release.

   ![Administrative Actions](image)

OR

   a. Release all claims together.
      - To do this, put a check-mark on the tiny box in between the Item # and Client Name titles. By doing so, all the Item # boxes will be selected by the system.
      - On the right side of the screen, click the dropdown menu and select Release.
      - Click Update Status. All awaiting review claims will be staged to status: Release.

   ![Release all claims together](image)
III. Claim Item List - Released Status

1) On the same screen (Claim Item List), change the Item Status field from All Awaiting Review to Released.
2) Click GO. The released claims are ready to be batched.
3) To batch, click the hyperlink Claim Batch List.
4) Click the Available Plan and the arrow right to move to the Selected Plan.
5) Click GO. The blue message will appear on top of your screen - claims are being batched.

6) Click the Claim Batch List folder. Batch status is defaulted to status: Awaiting Review.

Notes:
- The system creates the batch and the batch # automatically.
- If Batch does not appear in more than 10 minutes, change the Status field from Awaiting Review to Batch Processing Error. Commonly batch error is caused by error or missing rendering staff NPI.
IV. Claim Batch List and Send to Clearing House

1) The Batch will appear if batching is successful.
2) Hover the mouse on the Actions button next to the Batch # then click Profile.

3) On the Claim Batch List Profile, click the Administrative Actions: Release
4) Click Save.

5) It will take you to the next screen.
6) Scroll down to the Administrative Actions and click **Send to the Clearing House**.

7) Click Save and Finish. Your batch will be received by the Clearing House for processing.

8) Once your provider batch is submitted to the Clearing House folder, email the Submission Certification (ADP 100186 form) to the Billing Unit at: **ADSBillingUnit.HHSA@sdcounty.ca.gov**.

**How to complete the ADP 100186 form (billing submission certification)**

- County Name will be San Diego
- Provider Name: enter your facility name
- DMC Number: 4-digit Provider number
- Service Facility Location NPI: your location NPI
- DMC Submission Identifier: Provider Batch Number.
9) The Billing Unit Administrator will contact you if errors are detected on the batch.
10) Batch will be submitted to the State.

**POST Billing Processes:**

1) Any claims denied by the State or Medi-Cal will be emailed (encrypted) to providers for further review.
2) Billing Unit will work with you in replacing and rebilling the claims denied in error (i.e. data entry error).
3) If claims are denied by the State correctly (e.g. claims denied because aid code is not DMC billable), please contact the BHS Billing Unit for further instructions.

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**Disclaimer:** As we learn more about DMC ODS, the workflow/billing screens are subject to change.