

### Notification of Millennium Rollover Year-End Claims Processing

Our goal for the year 2000 rollover is to ensure a smooth and risk free transition to the new millennium. To accomplish it, there are certain steps we must take which are outside of our normal processing routine. We are providing you with this information as early as possible so you may take the necessary action to adjust your processing and cash flow needs. With appropriate preparation, you will not be adversely impacted.

#### Year-End Claims Processing Schedule

The time frame of December 29, 1999 through 31, 1999 will be used to perform a comprehensive system back-up and to complete finalized month-end, quarter-end, and year-end processing. This will begin at 6:00 P.M. (ST) December 28, 1999 and end at 9:00 A.M. on January 1, 2000. This means that for this period of time, you will not have electronic access to the system to complete any type of claim function (e.g., eligibility verification, claims inquiry). System cycles will also not run and provider payments will not be generated on December 29 and 30, 1999. The first system cycle will be Saturday, January 1, 2000. Provider payments will be mailed and electronic funds transferred on Monday, January 3, 2000 in accordance with the normal payment disbursement schedule. The chart below delineates these activities on a day by day basis.

Date	Claims Processing Impact
Tuesday, December 28, 1999	This is the last day to do any type of claims processing activity. No claims processing activity after 10:00 P.M. System cycles will run as normal. Provider payments disbursed as usual. Electronic providers can submit claims. Electronic Reject Reports will be generated.
Wednesday, December 29, 1999 through Friday, December 31, 1999	No access to the system. No system cycles will run. No provider payments disbursed. Electronic providers can submit claims. Electronic Reject Reports will be generated.

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Date	Claims Processing Impact
Saturday, January 1, 2000	System available for access. System cycle will run. Electronic providers can submit claims. Electronic Reject Reports will be generated.
Sunday, January 2, 2000	System available for access. Electronic providers can submit claims. Electronic Reject Reports will be generated.
Monday, January 3, 2000	Business as usual. System available for access. System cycle will run. Provider payments disbursed. Electronic providers can submit claims. Electronic Reject Reports will be generated.
Tuesday, January 4, 2000	System available for access. System cycle will not run. Provider payments disbursed. Electronic providers can submit claims. Electronic Reject Reports will be generated.
Wednesday, January 5, 2000 and Beyond	Business as usual. System available for access. System cycle will run. Provider payments disbursed. Electronic providers can submit claims. Electronic Reject Reports will be generated.

### **Provider Preparation**

Providers must prepare for this period. Proper preparation will minimize any impact to your claims processing functions and financial management responsibilities.

### **All Providers**

As with any holiday weekend, providers will experience a short period of time where no Medicare payments will be disbursed on December 31, 1999 through January 2, 2000. Providers should plan accordingly, as advance payments will not be available for this period. In addition (the system unavailability) may impact our ability to respond to provider inquiries during this period.

### **Electronic and Paper Claim Providers**

For both electronic and paper claims, the key to the payment cycle is the date of receipt. Because of this, the holiday weekend should not negatively impact the payment cycle.

- **Electronic Claim Providers**

Electronic providers can access the system until 10:00 P.M. on December 28, 1999 for claims inquiry functions. Electronic providers who submit claims via file transfer can continue to submit claims, however, the claims will not be read into the system until January 1, 2000.

The claims will be posted as received by the date they were received at the carrier and not the date that they were read into the system. For example, if a provider transmits an electronic file to the carrier on December 31, the file will be read into the system on January 1, 2000 but the receipt date posted on the claims will read December 31, 1999.

- **Paper Claim Providers**

Paper providers may continue to send paper claims to the carrier during this period. However, the carrier will not be able to enter claims into the system. On January 1, 2000, the carrier will begin keying paper claims received on December 29, 1999 and December 30, 1999. The date posted will be the actual date of receipt and not the date the claim was keyed.

### **Return to Normal Claims Processing Activities**

On January 3, 2000, all claims processing activities will return to the normal schedule; however, a payment cycle will not be run on Tuesday, January 4, 2000. The system will be available Monday through Friday from 7:00 A.M. to 10:00 P.M.

### **Reminder on Claims with Year 2000 Dates of Service**

Beginning January 1, 2000, you may file claims as usual, but Medicare contractors will hold all claims with dates of service on or after January 1, 2000 to no later than January 17, 2000 in order to correctly apply the year 2000 payment and other annual updates, including any changes in beneficiary coinsurance and deductibles. You will not need to take any action, other than submitting a millennium compliant claim, to receive the correct payment amount.

By law, electronic clean claims must be held for at least 14 calendar days but no longer than 30 calendar days before payment can be made. The period of time from receipt of year 2000 claims will count toward these requirements. No later than January 17, 2000, all claims for services in the year 2000 will be released for processing, and claims are expected to be finalized for payment very quickly. Therefore, holding claims with year 2000 service dates to no later than January 17, 2000 should only minimally affect their date of payment, if at all (because of the statutory requirement to hold claims payment for at least 14 calendar days).

### **Claims with Service Dates Prior to Year 2000**

Beginning January 1, 2000, claims having dates of service occurring during the calendar year 1999 or a previous year will continue to be processed and paid using the appropriate payment rates. However, because of the way our system functions, any claims received on or after January 1, 2000 that include services occurring during calendar year 2000 will be held in its entirety to no later than January 17, 2000. If you have a claim with dates of service occurring both in 2000 and in a previous year, and you do not wish the entire claim held to no later than January 17, 2000, you should send in two separate claims: one for year 1999 (or earlier) services, and one for year 2000 services. In this way, the processing of your claims for year 1999 (or earlier) services will not be held.

If you have questions about this article, please contact our Provider Services Unit at 570-735-9445.

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