For entry into the webinar, log into: http://federaladvisory.adobeconnect.com/ubo_webinar.

Enter as a guest with your full name and Service or NCR MD affiliation for attendance verification.

Instructions for CEU credit are at the end of this presentation.

View and listen to the webinar through your computer or Web–enabled mobile device. Note: The DHA UBO Program Office is not responsible for and does not reimburse any airtime, data, roaming or other charges for mobile, wireless and any other internet connections and use.

If you need technical assistance with this webinar, contact us at webmeeting@federaladvisory.com.

You may submit a question or request technical assistance at any during a live broadcast time by entering it into the “Question” field of Adobe Connect.
• Applicable Laws, Regulations, and Guidance
• Other Health Insurance (OHI)
• Standard Insurance Table (SIT)
• Verification Point of Contact (VPOC) Function
• MHS GENESIS Health Plan Database
• Common issues with SIT/OHI
• Impact on billing processes
• Helpful Tips & Resources
DoD Third Party Collections Program (TPCP) activities involve the billing of insurance, medical service, or health plan contracts or agreements on behalf of covered beneficiaries for both Inpatient and Outpatient services provided in Military Treatment Facilities (MTFs) and Dental Treatment Facilities (DTFs), to the fullest extent allowed under 10 U.S.C. 1095, CFR 32, part 220.

TRICARE is the secondary payer when a covered beneficiary has OHI.

- OHI does not limit beneficiary’s access to care. But if he/she intentionally fails to provide OHI information, he/she could be disqualified for health care services from MTFs.

DoD is authorized to collect “reasonable charges” less the covered beneficiary’s appropriate deductible or copayment amount.

- Cannot balance bill the covered beneficiary

Funds collected from TPCP payers are returned and used to enhance health care delivery at the MTF providing the care.
Current Systems Information Flow

Data flow between Defense Enrollment Eligibility Reporting System (DEERS) and Composite Health Care System (CHCS).
Data flow between Defense Enrollment Eligibility Reporting System (DEERS) and MHS GENESIS.
What is Other Health Insurance (OHI)?

- OHI is any health insurance policy that a TRICARE beneficiary may carry which covers medical, dental, pharmacy, etc. established through an employer, private insurance company or by agreement.
- OHI excludes TRICARE, TRICARE Supplemental plans, Medicare, Medicaid, and certain government-sponsored programs.
- OHI data includes information about a patient’s policy such as policy name and number, coverage type, and effective dates of coverage.
- OHI is stored in the SIT in the form of Health Insurance Carrier (HIC) IDs. The HIC ID is assigned by Defense Enrollment Eligibility Reporting System (DEERS) and composed of:
  - First 3 characters of insurance company’s name.
  - Plus 2-character state abbreviation.
  - Plus 4-digit number assigned by DEERS.
  - E.g., Aetna of California = AETCA0001.
The DD Form 2569, “Third Party Collection Program/Medical Services Account/Other Health Insurance,” is used to collect OHI information from all patients on an annual basis.

- Form must be verified or updated with the beneficiary at each visit
- Each signed and completed form must be placed in the patient’s medical record or stored electronically.
- The DD Form 2569 (v Aug 2019) is currently in the renewal process. Current form can still be used.
**INSURANCE INFORMATION**

7. ARE YOU ELIGIBLE FOR VETERANS AFFAIRS BENEFITS?
   
   a. YES. (If you have an insurance card (e.g., Veterans Health Identification Card (VHIC), Veterans Choice Card), that can be copied or scanned by the MTF representative, please provide it and proceed to Item 8; otherwise, please complete items 7.a.(1) through (5) below.)

   (1) Member ID
   (2) Plan ID
   (3) Expiration Date (YYYY/MM/DD)
   (4) VA Facility Name (e.g., primary care/specialty clinic) that assists in coordinating your care
   (5) VA Facility Address and Telephone Number

   b. NO. (Proceed to Item 8.)

8. DO YOU HAVE OTHER HEALTH INSURANCE? (This includes employer health insurance benefits, other commercial health insurance coverage, and Medicare Supplement.)
   
   a. YES. (Complete Item 9 and the remaining sections below.)
   b. NO, I am a DoD beneficiary and rely solely on TRICARE, Medicare, or Medicaid. (Proceed to Item 13.)
   c. NO, but I am not a DoD beneficiary. (Proceed to Item 12.)

9. PRIMARY MEDICAL INSURANCE INFORMATION. If you have an insurance card that can be copied or scanned by the MTF representative, please provide it and proceed to Item 11; otherwise, please complete the blocks below.
   
   a. NAME OF POLICY HOLDER (if not insured)
   b. DATE OF BIRTH (mm/dd/yyyy)
   c. RELATIONSHIP TO POLICYHOLDER
When is OHI Verified?

1. **Patient Arrives for Office Visit**
   - Verify DEERS Eligibility and Assign PATCAT
   - Collect OHI Information (DD Form 2569)
   - Validate OHI for Procedure
2. **Patient Encounter**
   - Provider Documents Episode of Care
   - Validate and Assign Codes
OHI Entry in CHCS 1:

- Menu Paths in CHCS for OHI Data Entry
  - #1: CA -> PAD -> ROM -> PII -> enter Patient Name -> DEERS OHI query -> Screen 1
  - #2: CA -> PAD -> ROM -> FRG or MRG -> Patient Name -> enter/edit registration information
  - #3: CA -> PAD -> ADT -> ADM -> enter Patient Name -> enter/edit demographics -> DEERS OHI query -> Screen 2
### OHI Screen 1

#### OTHER HEALTH INSURANCE

<table>
<thead>
<tr>
<th>Insurance Co Name</th>
<th>Coverage Types and Ranking</th>
<th>Policy Id</th>
<th>Eff Date</th>
<th>End Date</th>
<th>Pol Stat</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVANCE PCS RX(P)</td>
<td></td>
<td>4848394</td>
<td>28Jan2003</td>
<td>INDEF</td>
<td>(S)</td>
</tr>
<tr>
<td>AETNA HEALTH PLANS OF TEXAS AE12345</td>
<td>RX(S) OP(P) PH(P) SN(P) LT(P) MH(P) DN(P) VI(P)</td>
<td>09Dec2002</td>
<td>INDEF</td>
<td>(S)</td>
<td></td>
</tr>
<tr>
<td>RX ADVANCE PCS RX(N)</td>
<td></td>
<td>484839485j4h5u3y4655</td>
<td>28Jan2003</td>
<td>INDEF</td>
<td>(T)</td>
</tr>
<tr>
<td>PREMIER BLUE MD(S)</td>
<td></td>
<td>568-97-6857</td>
<td>18Sep2002</td>
<td>03Jan2004</td>
<td>(I)</td>
</tr>
</tbody>
</table>

---

Add  Update  modKey  Cancel  copyFrom  copyTo  View/Print  PreCert  eXit
Add a new policy to selected patient's OHI profile
OHI Entry in CHCS 3:

- **“Add” Action**
  - Used to add a new policy to a selected patient’s OHI profile
  - User selects existing HIC ID or creates a new HIC ID entry
    - User should first perform a partial look-up to see if company or coverage is already on the local CHCS SIT table

- **“Update” Action**
  - Allows users to edit/update information associated with a policy in the patient’s OHI profile

- **“Cancel” Action**
  - Used to select a policy or coverage type to cancel
  - Cancellation of a policy represents an error correction
  - Only originating MTF may cancel a policy
**OHI Claim Filing Codes Table:** (Most common choices are bolded)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>09</td>
<td>Self Pay (default)</td>
</tr>
<tr>
<td>12</td>
<td>Preferred Provider Organization (PPO)</td>
</tr>
<tr>
<td>13</td>
<td>Point of Service (POS)</td>
</tr>
<tr>
<td>14</td>
<td>Exclusive Provider Organization (EPO)</td>
</tr>
<tr>
<td>BL</td>
<td>Blue Cross/Blue Shield</td>
</tr>
<tr>
<td>CI</td>
<td>Commercial Insurance</td>
</tr>
<tr>
<td>HM</td>
<td>Health Maintenance Organization (HMO)</td>
</tr>
<tr>
<td>MC</td>
<td>Medicaid</td>
</tr>
<tr>
<td>10</td>
<td>Central Certification</td>
</tr>
<tr>
<td>OF</td>
<td>Other Federal Program – Example: Medicare</td>
</tr>
<tr>
<td>11</td>
<td>Other Non Federal Programs</td>
</tr>
<tr>
<td>MB</td>
<td>Medicare Part B</td>
</tr>
<tr>
<td>15</td>
<td>Indemnity Insurance</td>
</tr>
<tr>
<td>TV</td>
<td>Title V Maternal/Child program</td>
</tr>
<tr>
<td>16</td>
<td>HMO/Medicare Risk</td>
</tr>
<tr>
<td>VA</td>
<td>Veteran’s Plan</td>
</tr>
<tr>
<td>AM</td>
<td>Automobile Medical</td>
</tr>
<tr>
<td>WC</td>
<td>Worker’s Comp</td>
</tr>
<tr>
<td>CH</td>
<td>CHAMPUS (TRICARE) not supported by DEERS</td>
</tr>
</tbody>
</table>

**Insurance Type Code Table**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI</td>
<td>Commercial (default)</td>
</tr>
<tr>
<td>HM</td>
<td>HMO</td>
</tr>
<tr>
<td>GP</td>
<td>Group Policy</td>
</tr>
<tr>
<td>MP</td>
<td>Medicare Primary</td>
</tr>
<tr>
<td>MC</td>
<td>Medicaid</td>
</tr>
<tr>
<td>AP</td>
<td>Auto Insurance Policy</td>
</tr>
<tr>
<td>CP</td>
<td>Medicare Conditionally Primary</td>
</tr>
<tr>
<td>IP</td>
<td>Individual Policy</td>
</tr>
<tr>
<td>LD</td>
<td>Long Term Policy</td>
</tr>
<tr>
<td>LT</td>
<td>Litigation</td>
</tr>
<tr>
<td>MB</td>
<td>Medicare Part B</td>
</tr>
<tr>
<td>MI</td>
<td>Medigap Part B</td>
</tr>
<tr>
<td>PP</td>
<td>Personal Payment</td>
</tr>
<tr>
<td>SP</td>
<td>Supplemental Policy</td>
</tr>
<tr>
<td>OT</td>
<td>Other</td>
</tr>
<tr>
<td>CI</td>
<td>Commercial</td>
</tr>
<tr>
<td>GR</td>
<td>Group Policy</td>
</tr>
</tbody>
</table>
#1 Select Conversation Launcher

#2 Select Add/Modify Person

#3 Enter patient information
#4 Select MTF

#5 Select correct profile
#6 Select correct Health Plan
#1 Launch Revenue Cycle

#2 Enter patient information

#3 Navigate to registration
#4 Select Add Insurance

#5 Navigate to Insurance tab
**OHI Entry in MHS GENESIS 2**

**#6 Search for correct Health Plan**

**#7 Add correct Health Plan**
#8 Navigate to Insurance profile

#9 Click manage profiles

#10 Select added Health Plan
• Overseen by the Other Health Insurance (OHI) Program Office.
• Identifies OHI for beneficiaries with purchased care experience; discovered OHI shared with direct care if patient was also seen at an MTF.

• OHI Discovery Process:
  • Potential billable encounters are pulled from the MHS Data Repository (MDR) if patients with OHI have direct care experience
  • OHI is linked to each encounter
  • Data is uploaded into DEERS
ABACUS eOHI Discovery searches patients associated with actual transactions.

- Patient is in LOB billable to third-party insurer
- Insurance is not already in ABACUS

- Searches 2 weeks worth of patient transactions that are 21 days or older.
- ABACUS Navigation:
  - Patients > OHI Discovery > OHI Discovery Maintenance
What is the SIT?

- Centralized database in DEERS of commercial HIC IDs and their claims addresses and the types of coverage (XM, MD, RX, DN, VI, etc.) that each HIC offers
- The centralization of SIT data allows for insurance company claim addresses to be managed and standardized throughout the MHS
- Excludes insurance companies billed *only* under Medical Affirmative Claims (MAC) and Medical Services Account (MSA) Program
- SIT has valid HIC name and claims address. OHI policy is “pointed” to the appropriate HIC address
• **CHCS Menu Path:** DAA > CFT > CFM > STM > SIT

---

**SIT Screen 1**

- CFS  Common Files Supplementary Menu
- DEP  Department and Service File Enter/Edit
- HOS  Hospital Location File Enter/Edit
- HPN  Host Platform Name Enter/Edit
- MCD  Medical Center Division File Enter/Edit
- MTF  Medical Treatment Facility File Enter/Edit
- PRO  Provider File Enter/Edit
- **STM**  **Standard Insurance Company Table Menu**
- UIC  UIC Management Menu
- ZIP  Zip Code File Enter/Edit
- ACT  Inactivate/Reactivate File Entries

Select Common Files and Tables Maintenance Menu Option: **STM**

---

**SIT  Standard Insurance Company Table**

- VIC  View Attorney Data
- ATT  Attorney Enter/Edit
- REP  Attorney Report

Select Standard Insurance Company Table Menu Option: **SIT**
### STANDARD INSURANCE TABLE

Add  Update  View  Cancel  Deactivate  Report  Subscribe  TPOCS  Exit
View the insurance company and coverage type data for a selected insurance company.

<table>
<thead>
<tr>
<th>SIT ID:</th>
<th>STANDARD INSURANCE TABLE - ADD INS CO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Company Name:</td>
<td></td>
</tr>
<tr>
<td>Additional Description:</td>
<td></td>
</tr>
<tr>
<td>Carrier Website:</td>
<td></td>
</tr>
<tr>
<td>Customer Service Email:</td>
<td></td>
</tr>
<tr>
<td>BC/BS Code:</td>
<td></td>
</tr>
<tr>
<td>HIC Status Code:</td>
<td></td>
</tr>
<tr>
<td>HIC Verification Code:</td>
<td></td>
</tr>
<tr>
<td>Coverage/Payer Type:</td>
<td></td>
</tr>
<tr>
<td>HIC Loc Comm:</td>
<td></td>
</tr>
<tr>
<td>HIC Std Comm:</td>
<td></td>
</tr>
</tbody>
</table>

Last Update System Name: <system name of current user defaults here>
### OHI Entry in CHCS 5: Select Coverage Types

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage Type</td>
<td>XM = Comprehensive Medical (default)</td>
</tr>
<tr>
<td></td>
<td>MD = Medical</td>
</tr>
<tr>
<td></td>
<td>DN = Dental</td>
</tr>
<tr>
<td></td>
<td>IP = Inpatient</td>
</tr>
<tr>
<td></td>
<td>OP = Outpatient</td>
</tr>
<tr>
<td></td>
<td>LT = Long Term Care</td>
</tr>
<tr>
<td></td>
<td>RX = Pharmacy</td>
</tr>
<tr>
<td></td>
<td>MH = Mental Health</td>
</tr>
<tr>
<td></td>
<td>VI = Vision</td>
</tr>
<tr>
<td></td>
<td>PH = Partial Hospitalization</td>
</tr>
<tr>
<td></td>
<td>SN = Skilled Nursing</td>
</tr>
<tr>
<td>Payer Type Code</td>
<td>B = both Institutional and Professional (default)</td>
</tr>
<tr>
<td></td>
<td>I = Institutional Only</td>
</tr>
<tr>
<td></td>
<td>P = Professional Only</td>
</tr>
<tr>
<td></td>
<td>N = Non-billable</td>
</tr>
</tbody>
</table>
OHI Entry in CHCS 5: Data Structure

AETCA0001

Medical Coverage Type

- Institutional Payer Type – 111 Elm Street, Maple, CA 99019
- Professional Payer Type - 383 Jones Street, Blackmoor, CA 99001

Dental Coverage Type

- Institutional Payer Type – 111 Elm Street, Maple, CA 99019

Pharmacy Coverage Type

- Both Institutional and Professional – 427 Donner Ave., Alfea, CA 93555
SIT ID: AETCA0001
STANDARD INSURANCE COMPANY
ADD INS CO
Insurance Company Name: AETNA HEALTH CARE
Coverage Type: PHARMACY
Payer Type Code: B (BOTH) INSTITUTIONAL AND PROFESSIONAL
Coverage Status Code: T
Coverage Verification Status: U

ATTN: Pharmacy Claims
P.O. Box/St Address: 427 DONNER AVE
Zip Code: 93555
State/Country: CALIFORNIA
City: ALFREA
Phone Number: 8581021928
FAX Number: 30
Search and Maintain

Perform a search before adding a new carrier or to update existing HIC/CVG.
Note: Verified/Deactivated, Cancelled, Rejected, Cross Referenced and Placeholder coverages will not appear in search results.

Note: If HIC ID is not specified, either 2 search fields (besides Country) or 2 advanced options and 1 additional search field (besides Country) are required to search.

HIC ID

- or -

HIC Name

Country
United States

Mailing Attention

Mailing Address

City

State

ZIP

ZIP +4

Advanced Options

Reset

Submit
To view or update carrier or coverage details, or add a new coverage, use the "open" button for the corresponding row. Any coverage may be selected when editing carrier information. Or, use the checkboxes to select one or more rows for actioning. Then, use the Action Menu to change the selected carriers and/or coverages.

<table>
<thead>
<tr>
<th>HIC Name</th>
<th>HIC ID</th>
<th>CVG</th>
<th>PYR</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
<th>Enroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST HEALTH PHARMACY</td>
<td>FIRKY0003</td>
<td>RX</td>
<td>B</td>
<td>Po Box 8404</td>
<td>London</td>
<td>KY</td>
<td>40742</td>
<td></td>
</tr>
<tr>
<td>FIRST HEALTH MAIL HANDLERS RX</td>
<td>FIRKY0007</td>
<td>RX</td>
<td>B</td>
<td>Po Box 8404</td>
<td>London</td>
<td>KY</td>
<td>40742</td>
<td></td>
</tr>
<tr>
<td>MAIL HANDLERS BENEFIT PLAN</td>
<td>MAKY0001</td>
<td>RX</td>
<td>B</td>
<td>Pharmacy Claims Po Box 8404</td>
<td>London</td>
<td>KY</td>
<td>40742</td>
<td></td>
</tr>
<tr>
<td>MAILHANDLERS</td>
<td>MAKY0002</td>
<td>RX</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Action Menu**

**Carrier Actions**
- Activate Carrier
- Deactivate Carrier

**Coverage Actions**
- Copy Coverage
- Deactivate Coverage

Items per page: 10
• VPOC will “Reject” HIC ID addition request if:
  • Insurer is considered invalid (E.g., not a valid health insurance provider)
  • Invalid claims address
  • POC information not included (Phone # and Email Address)
  • DEERS will terminate all associated OHI

• VPOC will “Update” HIC ID addition request if:
  • Information contains any typos
  • Phone # is incorrect
HIC Status Code

S = Standard (already verified)
T = Temporary
D = Deactivated
P = Placeholder
C = Canceled
R = Rejected

HIC Verification Status

D = Unverified Data (OHI)
U = Unverified Carrier
V = Verified
• DHA UBO POGRAM Office (PO) has current process in place for adding Health Plans into MHS GENESIS.

• For additions to the MHS GENESIS Health Plan Database, please send requested HIC ID to the DHA UBO Help Desk at UBO.Helpdesk@intellectsolutions.com
  • Request will be vetted for accuracy and possible duplication
What is the SIT/OHI impact on billing processes?

- Standardized and centralized SIT and OHI data across the MHS information systems allows MTFs to bill OHI for services rendered. SIT and OHI information is shared with Direct Care and Purchase Care.
- Allows for straightforward changes to the Local SIT.
- Increases potential for Third Party Collections.
- If a patient has OHI and is covered by TRICARE, federal law requires MTFs to collect reasonable payments.
- If a third party payer pays any portion or all of a claim, it will be considered as satisfying the normal medical services or subsistence charges.
Common Issues

- Incomplete queries with duplicate HIC entries.
- Use of “RX” prefix: “RXAetna” for insurance carrier.
- Use of commas, periods, symbols: 1.800.234.5678 or 1-800-234-5678- It must look like: 8002345678.
- Use of Defense Switched Network (DSN) instead of commercial telephone number.
- Invalid insurance carrier telephone number.
- Incorrect Coverage Type: XM, MD entered and insurer is clearly Pharmacy (RX).
- Failure to “cancel” an incorrect entry.
Other Common Issues

- Loss of connectivity with DEERS:
  - MTF did not subscribe to DEERS during a 7-day period, and local CHCS became out of sync with the central SIT
  - MTF must request a full subscription:
    - Menu path: DAA -> CFT -> CFM -> STM -> SIT -> Subscribe action
    - Select the DOD HIC Full Inquiry secondary menu option
    - Answer “yes” to the question, “Proceed with Full Subscription?”
    - The system will confirm that a Full Subscription has been tasked
    - The data returned from DEERS will be integrated automatically into CHCS
Other Common Issues

• Use of Placeholder Policies
  • Temporary OHI entry with preliminary/incomplete payer information
  • The word “Placeholder” or either one or a series of 9s is entered into the Insurance Payer field
  • Managed Care Support Contractors routinely create Placeholders as a method to identify potential OHI
  • UBO staff members are discouraged from using Placeholder as a valid SIT/OHI entry

• OHI Report
  • MSA -> IFM -> IOR -> OHI
  • Select DMIS ID
  • Select Placeholder
Helpful Tips

- Remember to:
  - Query the local CHCS SIT table and MHS GENESIS Health Plan Database first before adding a new entry to avoid duplicates
  - Use the commercial telephone number for POC
  - Obtain a valid insurance carrier telephone number
  - Use local comment field for additional information
  - Cancel an entry when it is a mistake
  - Do not deactivate any Health Insurance Carriers (HICs)
  - When in doubt, contact the VPOC
    - UBO.Helpdesk@intellectsolutions.com
• Decision Tree: When to add a new HIC ID

1. Perform a search
   • Consider any found carrier as a potential match

2. Do NOT add a new HIC ID or Health Plan if the search matches:
   • Insurer Name, Address, City, State, and Zip
   • If current telephone # differs, there may be more than one which is considered acceptable
   • A variation in Insurer Name is acceptable

3. Add a new HIC ID or Health Plan if differences in:
   • Insurer Name, Address, City, State, and Zip
• Pharmacy (Rx), Vision (VI), and Dental (DN) Options

1. Enter information as a Coverage Type Code under an existing HIC ID or Health Plan

   HIC ID: FIRPA0001
   HIC NAME: First Choice
   Coverage Type: XM

   123 Capital Street Harrisburg, PA

   Rx Pharmacy
   658 Marymount Ave Hershey, PA
Helpful Tips

• Pharmacy (Rx) Options

2. The Pharmacy Benefit Manager (PBM) as a new HIC ID or Health Plan (e.g., Caremark or Express Scripts)

<table>
<thead>
<tr>
<th>HIC ID</th>
<th>CARAZ0001</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIC NAME</td>
<td>Caremark</td>
</tr>
<tr>
<td>Coverage Type</td>
<td>Rx</td>
</tr>
</tbody>
</table>

• All PBMs must be entered as an independent HIC ID or Health Plan with an Rx Coverage Type
• DHA UBO Helpdesk
  UBO.Helpdesk@intellectsolutions.com

• DHA UBO Website
Questions?