

Did you know?



eXPRS Pro Tip for DD Foster Care (FC) Providers Overlapping Foster Care Claim Troubleshooting

Did you know ...

*... that Foster Care service claims will **suspend** if they have overlapping dates, even if just a single day?*

Only FC service claims in **approved** status will be processed for payment. FC service claims that are **suspended** will not pay until the suspense reason is resolved.

One of the most common reasons a claim will suspend is **due to overlapping dates or date range**. In this situation, the system is trying to prevent a duplication of payment, so it suspends the additional claims that overlap.

If a FC provider chooses to break up their claims by multiple dates within a month, they need to be sure the claims they create do not have overlapping dates. Even an overlap of just 1 day will trigger the other claims to suspend as a suspected duplicate.

Here's an example of overlapping claims – the 2nd claim suspended because it shares/overlaps a date (1/15/18) with the approved claim.

Service Element	Procedure Code	Svc Modifier Cd	Effective Date	End Date	Status
158	ORAFC	NA	1/1/2018	1/15/2018	Approved
158	ORAFC	NA	1/15/2018	1/31/2018	Suspended

Remember ... if claiming for FC services in multiple date segments, be sure the dates of each claim do not overlap each other.