

## 512 Payments Troubleshooting Guide

### Common reasons why a 512 may suspend or not authorize

- The 512 authorization, for each month, will check against the ONE system and SELG. This check includes making sure the 512 authorization is still valid, as well as checking to make sure the reported information in the 512 matches the reported information from ONE and SELG.
- Once the 512 is authorized, if anything changes for a specific month (i.e. TOA change, the liability is updated, or a payment rate change), the 512 will suspend, as the 512 authorization no longer matches the information from ONE and/or SELG.
- When creating a new 512 authorization, and there is a payment or a liability change, the 512 may need a split authorization. For example, a 512 is needed, effective March 1. However, on April 1, the TOA code changed. Create a 512 for just the month of March. Then, create another 512 for April.
  - 512s, by default, have a 12/31/9999 default end date. A “1” action will not allow staff to change this date. However, if you need to create/touch a 512 that ends on a specific date, complete the following workaround on the SMRF screen:
    - Complete a “1” action, update the start date, however instead of hitting enter, change it to a “5” action
    - Enter in the end date
    - Change it back a “1” action and delete the “SMRF” TRANS ID.
- Long Term Care service TOAs (LTCSESV, NMAGISERV, MSERV) in ONE need to have an ongoing service plan approved in Oregon ACCESS (OA) (which is sent to SELG) for the TOA to continue to be approved/active. If a service plan is not approved timely, the ONE service TOA will end.
  - When eligibility in ONE is run (due to a reported change, renewal, or mass update) it will evaluate for a Long-Term Care service benefit as follows:
    - On or before the 15<sup>th</sup>: ONE will check the SELG record (which is generated by an approved benefit in OA) for the current month and the following month. If there is no SELG record for any part of that time, the LTCSESV/NMAGISERV/MSERV TOA

will end at the end of the month.

- After the 15<sup>th</sup>: ONE will check for the SELG record (which is generated by an approved benefit in OA) for the current month, next month, and the month after that. If there is no SELG record, the LTCSERV/NMAGISERV/MSERV TOA will end, with a timely notice.
  - ONE also checks against the SELG record daily. If ONE does not see a current SELG record, it will also end the LTCSERV/NMAGISERV/MSERV TOA with a timely notice.
  - If a Long-Term Care service benefit has ended and needs to be renewed, approve a new OA CA/PS benefit for the SELG record, followed by running eligibility in the ONE system.
- **Common Error codes and Suspense Reasons (which may display when attempting to authorize a 512 or when the 512 is suspended per SCFP)**
  - **\*\*It is strongly recommended to review suspended 512s (SCFP) each week to ensure providers are paid timely.**

Code	Suspense Reason Displayed	Issue and How to Resolve
<b>B221</b>	<b>Paid Thru Date &gt; Eff Beg Date</b>	This may occur when touching or creating a 512 with an effective date that is beyond when a payment is made. For example, if a 512 is being touched effective 3/1/21, however the payment for March has already been issued, then the error message will occur. Change the start date to be the day after the last payment was made.
<b>ER278</b>	<b>TOA Code on 512 must match TOA Code in IE Elig</b>	Touch the 512 to bring any changes into 512 system.
<b>B269</b>	<b>ELIGIBILITY record does not exist for this Prim Id</b>	Check to make sure there is an approved medical benefit. If there is, a service TOA is needed, such as LTCSERV. Once a medical benefit is in place, the solution is re-running eligibility in ONE for the service TOA to reactivate.

<b>ER305</b>	<b>Grant Amount on CMS and 512 are not equal</b>	Touch the 512. If problem persists, work with your Lead or Manager and then contact <a href="mailto:APD.MedicaidPolicy@odhsoha.oregon.gov">APD.MedicaidPolicy@odhsoha.oregon.gov</a>
<b>ER401</b>	<b>Provider not active during 512 period</b>	Check PRV8 for provider status. If provider shows inactive, contact them to discuss the status of provider number. In addition, make sure the correct provider number was used, as well as if there was a change in ownership (requiring the provider number to be updated).
<b>ER106</b>	<b>No CAPS rec for Past Svc period/break in period</b>	There is no approved benefit in the service plan for the time period indicated.
<b>ER110</b>	<b>Cur Client Asmt Base and Add-ons do not match the 512</b>	Review current and past CA/PS assessments. Touch the 512 for the effective date of the rate change.
<b>ER102</b>	<b>Cur Rate Level on Client Asmt do not match lvls on 512</b>	Review current and past CA/PS assessments. Touch the 512 for the effective date of the rate change.
<b>ER115</b>	<b>Past Rate Level on Client Asmt do not match lvls on 512</b>	Review current and past CA/PS assessments. Touch the 512 for the effective date of the rate change.
<b>ER502</b>	<b>Rate record not found or Service Rate not equal 512</b>	Touching the 512 will bring in the updated rate. However, in rare instances, a rate is not generated. In these instances, a service desk ticket is needed.
<b>ER108</b>	<b>512 must close at the same time as the RATE ADJ record</b>	End the 512 on the paid through date. Create a new 512 effective the day after the paid through date.