

Medicaid Billing Errors Quick Reference Sheet – Most common Medicaid Billing Errors

Error	Meaning	Resolution
CREDENTIALS		
“County has not approved service provider credentials”	The service provider’s credentials (license info, NPI, etc.) needs to be approved.	McGuinness approves service provider credentials on behalf of most FSM counties, so when you receive this error you will need to submit a ticket to the Medicaid helpdesk (medicaid@cpseportal.com) and give us the county you are in, the providers name, and let us know that you need their credentials approved. We will let you know if you need to contact the county directly for some reason.
“County has not approved cosigner credentials”	The service provider’s credentials (license info, NPI, etc.) needs to be approved.	McGuinness approves service provider credentials on behalf of most FSM counties, so when you receive this error you will need to submit a ticket to the Medicaid helpdesk (medicaid@cpseportal.com) and give us the county you are in, the providers name, and let us know that you need their credentials approved. We will let you know if you need to contact the county directly for some reason.
SIGNATURES		
“Signature pending approval”	The McGuinness Medicaid team reviews all signatures for Medicaid compliance. When you put your attendances on a voucher in preparation to bill, the signatures on those session notes will come over to us to be reviewed (if they have not been reviewed previously). You will receive this error if one or more of those signatures is awaiting review. Once a signature is reviewed and approved, it does not need to be reviewed again unless it is changed.	If this error is ever keeping you from submitting your voucher(s), you can submit a ticket to the Medicaid helpdesk to let us know.
“Signature is not valid for Medicaid services”	You will receive this error in the cases when we have deemed a signature not Medicaid compliant. Any session note showing an invalid signature will need to be corrected. <u>Some Examples of Medicaid compliant signatures:</u> Jane Doe, MA CCC SLP John Doe, OT Sally Smith, COTA	To do this, you will need to remove the child(ren) from the voucher, un-sign the notes, and correct the signature. A Medicaid compliant signature must have a service provider’s complete name and their title/credentials (e.g. Jane Doe MA, SLP CCC). After they resign the notes with a corrected signature, the new signature will come to us for review. Please note: providers can check the status of every signature for their agency by going to People > Signature Approval Listing.

Error	Meaning	Resolution						
SERVICE LOCATIONS								
<p>“Service location pending approval”</p>	<p>This error is very similar to the one above. The Medicaid team also reviews every service location for Medicaid compliance, so when those attendances are put on a voucher, any service locations that have not already been approved will come over to be checked.</p> <p>Please note that service locations must be approved for every ESID (enrollment) and setting they are paired with.</p>	<p>If this error is ever keeping you from submitting your voucher(s), you can submit a ticket to the Medicaid helpdesk to let us know.</p>						
<p>“Service location not valid for Medicaid services”</p>	<p>This means that a service location was invalidated for not meeting Medicaid requirements. Service locations need to tell us the specific location where the service was rendered. It is best practice to include the name and address of the facility where the service took place. If the service was delivered at home, then the setting should be “home”, and the location should be the address listed on the IEP.</p> <p>Some Examples of Medicaid compliant service locations:</p> <table border="1" data-bbox="501 813 1201 995"> <thead> <tr> <th data-bbox="501 813 783 852">Setting</th> <th data-bbox="783 813 1201 852">Location</th> </tr> </thead> <tbody> <tr> <td data-bbox="501 852 783 924">Preschool</td> <td data-bbox="783 852 1201 924">ABC Preschool: 123 Main St, Schenectady NY</td> </tr> <tr> <td data-bbox="501 924 783 995">Home</td> <td data-bbox="783 924 1201 995">123 Example Ave, Schenectady NY</td> </tr> </tbody> </table>	Setting	Location	Preschool	ABC Preschool: 123 Main St, Schenectady NY	Home	123 Example Ave, Schenectady NY	<p>If you receive this error, the ESID(s) with the error will need to be removed from the voucher, then the therapist will need to un-sign the notes and correct the location(s) to make them more specific. Once they are corrected, they will come back over to us (McGuinness) for review.</p> <p>Please note: There is a very helpful report in the Portal that shows that status of an agencies service locations (pending, approved, invalid), and also offers an “enrollments” link to show which enrollments are impacted by that location. This can be found by going to Caseload Maintenance > Service Location Approvals.</p>
Setting	Location							
Preschool	ABC Preschool: 123 Main St, Schenectady NY							
Home	123 Example Ave, Schenectady NY							
<p>“Service Setting required when Service Location Approval is required”</p>	<p>This means that the setting field is blank on the session note. Both the setting and location fields must be filled in on the session note.</p>	<p>The ESID(s) with this error will need to be removed from the voucher and the therapist will need to un-sign the note(S), add the setting, and re-sign the note. Once this has been done and the ESID(s) have been put back on the voucher, the service location(s) will come to us (McGuinness) for approval if they have not yet been approved.</p>						
<p>“Missing Service Location”</p>	<p>This means that the location field is blank on the session note. Both the setting and location fields must be filled in on the session note.</p>	<p>The ESID(s) with this error will need to be removed from the voucher and the therapist will need to un-sign the note(s), add the location, and re-sign the note. Once this has been done and the ESID(s) have been put back on the voucher, the service location(s) will come to us (McGuinness) for approval if they have not yet been approved.</p>						

Error	Meaning	Resolution
PRESCRIPTIONS		
<p>“Details of Prescription/order not entered for enrollment”</p>	<p>This means that there is an enrollment on a voucher that does not have a prescription covering it. Prescriptions are required in order to submit billing.</p>	<p>In this case, there may be a prescription in the Portal, but the enrollments have not been attached to it, OR there may not be a prescription available at all in the Portal.</p> <p>If there is a prescription and you are unable to attach the enrollments, you can contact the Medicaid helpdesk to have someone help you out.</p> <p>If there is not a prescription, you will need to upload one and attach the enrollment(s).</p>
Error	Meaning	Resolution
SUPERVISION		
<p>“Billable attendance cannot occur prior first face-to-face meeting date”</p>	<p>This means that there are attendances on the voucher that are before the first face-to-face meeting date that have not been marked as “not Medicaid billable.” Any sessions that occur prior to the first face-to-face observation must be marked as “not Medicaid billable.”</p>	<p>To fix this, you need to look at the date of the first face-to-face meeting date on the supervision plan and then go in and mark any sessions that occurred prior to that date as “not Medicaid billable.” You will still be able to bill all of these sessions to the county, but they will not be billed to Medicaid.</p> <p>This process can be done by a billing admin without the therapist having to un-sign the notes using the following instructions: Attendance Correction by Billing Admin - CPSEPortal</p>
<p>“First Supervisor meeting date required to submit supervision”</p>	<p>Supervision requires a face- to-face observation date between the supervisor, supervisee, and the child.</p>	<p>Go to Medicaid > Supervision > Supervision Plans, find the plan you need, click the “<i>details</i>” link next to it. Once in the plan you will see an “<i>add/view face to face meeting dates</i>” link. Click this to add the date.</p>
<p>“Some attendance for this enrollment has not been assigned to the supervision plan.”</p>	<p>This indicates that a Supervision Plan exists for the therapist/cosigner, but the enrollment/ESID # is not assigned to the Supervision Plan.</p>	<p>Follow the instructions for this error in the Supervision Billing Errors Article: SUPERVISION BILLING ERRORS - CPSEPortal</p>
<p>“Supervised attendance requires Supervision Plan”</p>	<p>This indicates that there is an attendance for a supervision enrollment where the therapist and co-signer have not been assigned to a Supervision Plan.</p>	<p>Follow the instructions for this error in the Supervision Billing Errors Article: SUPERVISION BILLING ERRORS - CPSEPortal</p>

Contact information:

Medicaid Helpdesk – medicaid@cpseportal.com

Portal Support Helpdesk – support@cpseportal.com

For all non-Medicaid billing errors (errors not on this guide) please contact the **Portal Support Help Desk**. For other billing errors you can also use the link below to access our **Submitting Voucher Errors for Billing Admins guide**, which is a comprehensive guide to all billing errors.

<https://support.cpseportal.com/kb/a751/submitting-voucher-errors-for-billing-admins-guide.aspx>

If you have a voucher containing **both** Medicaid and non-Medicaid errors, contact one help desk email first and then once your first set of errors has been resolved, we will transfer you to the next appropriate contact to finish resolving your billing errors.