



# VD-HCBS Educational Webinar

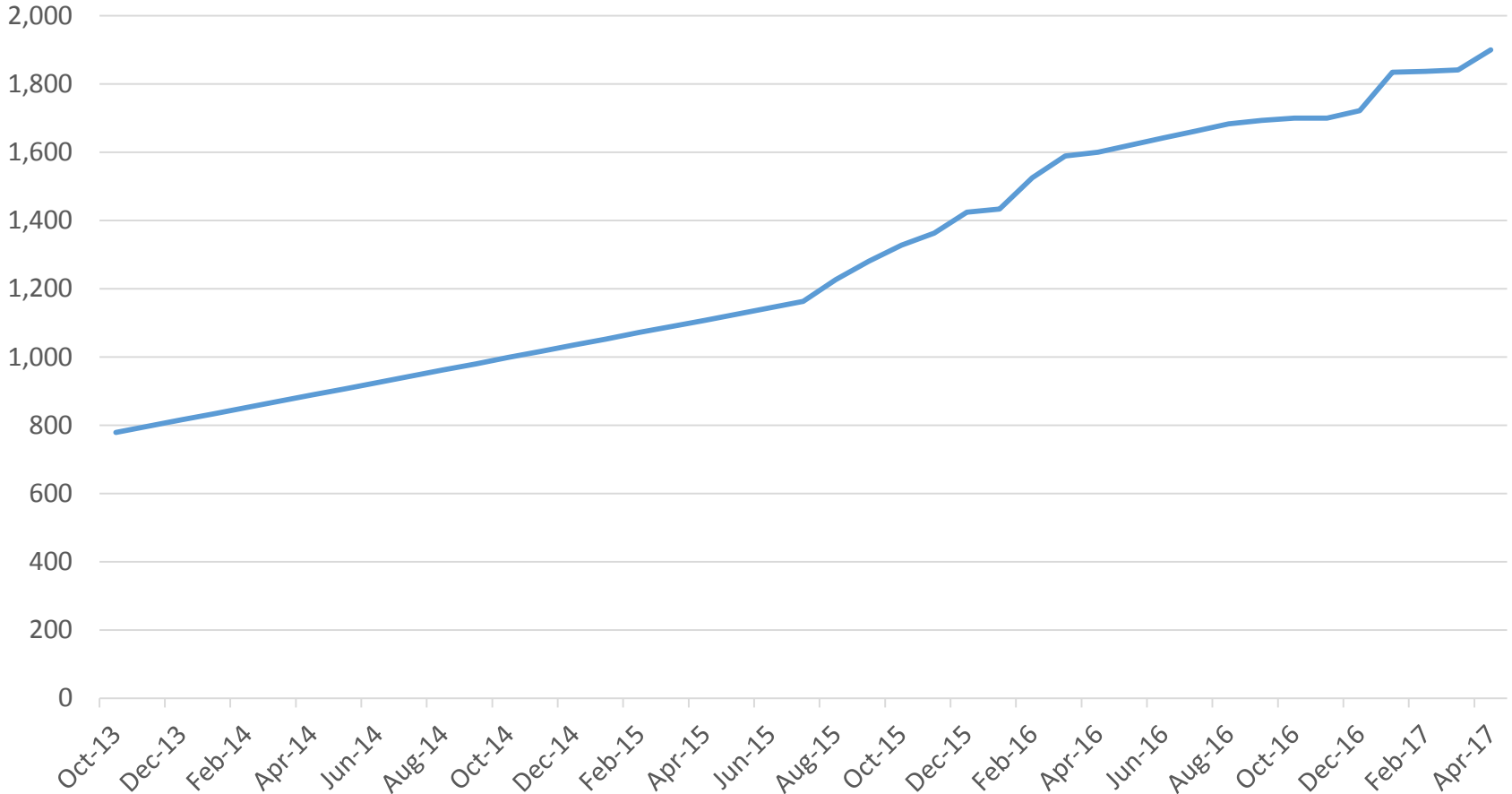
April 19, 2017

# Purpose

- Share information about VD-HCBS Program growth and transition to VA Choice Provider Agreements
- Learn about invoicing and payment strategies from a VD-HCBS Program in Florida
- Revisit VD-HCBS invoicing and payment policies and procedures
- Ask questions regarding VD-HCBS invoicing and payment

# VD-HCBS Program Growth

## Veteran Census



# VA Choice Provider Agreements

- 93 ADNAs with confirmed, signed and fully executed VA Choice Provider Agreements
  - ▶ Congratulations to the 8 VD-HCBS Providers who have confirmed, signed and fully executed VA Choice Provider Agreements with a VAMC since January 25, 2017
    - ✓ Area Agency on Aging of Central Florida Senior Resource Alliance
    - ✓ NJ Division of Aging Services
    - ✓ New Mexico State Unit on Aging
    - ✓ Five County Area Agency on Aging
    - ✓ Washington State DSHS – State Unit on Aging
    - ✓ Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
    - ✓ Southeast Alaska ILC, Inc.
    - ✓ Eastern Maine Area Agency on Aging
- 2 ADNAs are awaiting VA signature for their VA Choice Provider Agreements
- 20 ADNAs are completing documents to submit to the VA for signature

# Framing the Issue

- The VD-HCBS invoicing process has been standardized
- There are tools available to help programs submit invoices on a timely basis and monitor receipt of payments
- Timely payments are critical to VD-HCBS program success

## Question “to Run On”

What’s one change our VD-HCBS Program could implement within the next three months to improve performance with timely invoicing and prompt payment?

# Invoicing and Payment Roles and Responsibilities

## VAMC

- VA Payment Center approves and process request for electronic funds transfer
- Complete Authorizations
- Approve Spending Plans
- Financial Office reviews bills and sends to Payment Center.
- Payment Center electronically transfers payment to VD-HCBS Provider bank account
- Payment Center and VAMC issues Preliminary Fee Remittance Advice Report

## VD-HCBS Provider

- Set up Electronic Funds Transfer with VA Payment Center
- Submit Veteran Spending Plan to VAMC for review
- Once plan is approved, submit UB-04 form to bill for STAR fee
- Submit monthly spending reports to VAMC
- Submit invoices using UB-04 Form
- VD-HCBS Provider reconciles batch payment with invoices using Preliminary Fee Remittance Advice Reports from VAMC and VA Payment Center

# **VD-HCBS Program Spotlight: Bay Pines VA Health Care System and Pasco-Pinellas AAA**



# Pasco-Pinellas AAA VD-HCBS Program

- Serves Veterans in VD-HCBS from both the James A Haley (Tampa) and Bay Pines VA Health Care System
- First VD-HCBS Veteran enrolled in 12/01/2009
- Currently serving 48 Veterans
- Signed a VA Choice Provider Agreement in 06/21/2016

# Developing VD-HCBS Invoice

- Veterans enter time directly into the FMS (F/EA)'s database
- Time is verified for accuracy by the AAAP's VA Program Coordinator
- Billing is downloaded in Excel and entered on the Billing and Reconciliation spreadsheet
- Once entered the Monthly Veteran Spending Report is completed and sent to the VAMC for review and approval. Approximately 7 to 10 days
- Once the VAMC sends approval the VAPC then enters data in the Change Healthcare Solutions LLC, UB04 database. Approximately 1 to 3 days

This represents a Monthly Billing Report from our Fiscal Employer Agent

Veteran ID	Veteran Name	Employee ID	Employee First Name	Employee Last Name	Begin Date Time	End Date Time	Service Code	Paid Date	Hours	Hourly Rate	Gross Pay	Employer Taxes	Total	Description
000	D S	1234	F	C	2/3/2017 3:00:00 PM	2/3/2017 9:00:00 PM	132	2/23/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	1234	F	C	2/4/2017 3:00:00 PM	2/4/2017 9:00:00 PM	132	2/23/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	1234	F	C	2/10/2017 4:00:00 PM	2/10/2017 8:00:00 PM	132	2/23/2017 12:00:00 AM	2.00	14.75	29.5	2.46	31.96	Personal Care Assistance
000	D S	1234	F	C	2/11/2017 12:00:00 PM	2/11/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	10.00	14.75	147.5	12.31	159.81	Personal Care Assistance
000	D S	1234	F	C	2/17/2017 3:00:00 PM	2/17/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	1234	F	C	2/22/2017 3:00:00 PM	2/22/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	1234	F	C	2/24/2017 12:00:00 PM	2/24/2017 8:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	1234	F	C	2/27/2017 12:00:00 PM	2/27/2017 8:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
Employee Totals:									48		708	59.11	767.11	
000	D S	2345	J	H	2/2/2017 1:00:00 PM	2/2/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/7/2017 1:00:00 PM	2/7/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/9/2017 1:00:00 PM	2/9/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/14/2017 12:00:00 PM	2/14/2017 9:00:00 PM	132	2/23/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/18/2017 12:00:00 PM	2/18/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/20/2017 12:00:00 PM	2/20/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
000	D S	2345	J	H	2/23/2017 12:00:00 PM	2/23/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	9.00	14.75	132.75	11.08	143.83	Personal Care Assistance
Employee Totals:									83		929.25	77.56	1006.81	
000	D S	3456	L	V	2/1/2017 4:00:00 PM	2/1/2017 8:00:00 PM	132	2/23/2017 12:00:00 AM	4.00	14.75	59	4.92	63.92	Personal Care Assistance
000	D S	3456	L	V	2/5/2017 2:00:00 PM	2/5/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	8.00	14.75	118	9.85	127.85	Personal Care Assistance
000	D S	3456	L	V	2/8/2017 3:00:00 PM	2/8/2017 7:00:00 PM	132	2/23/2017 12:00:00 AM	4.00	14.75	59	4.92	63.92	Personal Care Assistance
000	D S	3456	L	V	2/12/2017 2:00:00 PM	2/12/2017 10:00:00 PM	132	2/23/2017 12:00:00 AM	8.00	14.75	118	9.85	127.85	Personal Care Assistance
000	D S	3456	L	V	2/18/2017 3:00:00 PM	2/18/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	3456	L	V	2/19/2017 3:00:00 PM	2/19/2017 9:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	3456	L	V	2/25/2017 2:00:00 PM	2/25/2017 8:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
000	D S	3456	L	V	2/28/2017 2:00:00 PM	2/28/2017 8:00:00 PM	132	3/7/2017 12:00:00 AM	8.00	14.75	88.5	7.39	95.89	Personal Care Assistance
Employee Totals:									48		708	59.1	767.1	
TOTAL TAXES:											195.77			
TOTAL GROSS PAY:											2345.25			
TOTAL TAXES AND PAY:											2541.02			

Excell spreadsheet received from our Fiscal Employer Agent

Prior to preparing this report invoicing is entered into the Excel Spreadsheet

**Report sent to VAMC for review and approval prior to processing UB04**

**Monthly Veteran Spending Report: February 2017**

Veteran Name	JANE DOE	Aging/Disability Services Contact	JZ		
Veteran SSN	000-00-0000	VAMC Contact	JP		
Monthly Budget Amount	\$ 2,512.00	VD-HCBS Annualized Budget	\$ 30,144.00		
VD-HCBS Budget Spent to Date (Beginning of Month)	\$ 9,538.36	Emergency Back-Up/Planned Savings Fund Balance at Beginning of Month	\$ 509.64		

Personal Care/Day Care/Respite Service	Employee	Rate to Employee	Employer Taxes and Workers' Comp	Total Units (Hours)	Day of Service	Total
JANE DOE	XXXXXX	\$14.13	\$205.75	133	2/1, 2, 4, 6, 8, 9, 13, 14, 17, 20, 22, 23, 27, 28	2,281.65
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
<b>Total Employee Services</b>						<b>\$2,281.65</b>
Purchased Non-Employee Good/Service	Vendor	Unit Cost	Units	Total		
				\$0.00		
				\$0.00		
				\$0.00		
				\$0.00		
<b>Total Non-Employee Goods/Services</b>						<b>\$0.00</b>

<b>Total Veteran Spending This Month</b>	\$ 2,781.65
<b>Monthly Admin &amp; Oversight</b>	
<b>Monthly Actual Expenses</b>	

Number of Unique Days in Month Where Personal Care, Day Care and Respite Care was Provided by Paid VD-HCBS Provider	14
Actual Unique Days in the Month Where Care was Provided (e.g. Days to Invoice For) Daily VD-HCBS Rate for This Month	2/1, 2, 4, 6, 8, 9, 13, 14, 17, 20, 22, 23, 27, 28

Emergency Back-Up/Planned Savings Allocated This Month	\$14.96	Emergency Back-Up/Planned Savings Balance End of Month (New Balance)	
<b>Annual VD-HCBS Budget Remaining</b>			

# Bay Pines VA Health Care System Procedures

- We print out all of the Monthly Spending Reports (MSR) that the VD-HCBS Provider (Pasco-Pinellas AAA) sends us. We keep a binder for each VD-HCBS Provider so we can insure that the ending balances of spending and emergency savings are correct as well as it gives us the ability to see trends in the utilization of the Veteran Directed program
- Prior to reviewing the MSR's, we write down hospitalizations or out of home interruptions in care on the actual MSR to insure that no billing occurred during that time frame. Also notate on the MSR if approval was given for Veteran to go over budget

# Monthly Spending Reports

- Monthly Spending Report (MSR) Review:
  - ▶ Verify monthly budget/annual budget on MSR
  - ▶ Verify balance forward of emergency savings
  - ▶ Insure that days of service for each employee equals to “Actual Unique Days in the Month Where Care was Provided” to insure that daily rate is correct
  - ▶ Verify the math is correct on: total paid to the employee, the monthly expense (with admin fee), the amount of emergency back up savings after the monthly expense is subtracted from the budget

# After MSR's Are All Processed

- If there are errors or areas that need to be clarified, email communication with the Pasco-Pinellas AAA is initiated with a list of any issues
- The Pasco-Pinellas AAA sends a new MSR if there are areas that need to be corrected
- An Excel spreadsheet is maintained that is sent to the business office each month as the “certification” for what they are to pay on each Veteran. On the spreadsheet we utilize notes for communication: such as Star Fee, Veteran out of the home all month, Veteran expired, etc.

# Example of Business Office Excel Sheet

Vet:	SSN #:	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17Y-T-D	Annual Budget	Remaining Budget
Veteran A	1111	\$3,460.52	\$3,742.94	\$3,774.95	\$3,775.59	\$3,164.15	\$3,671.15	\$21,589.30	\$45,324.00	\$23,734.70
Veteran B	2222	\$1,745.02	\$1,812.64	\$1,745.02	\$1,812.64	\$1,677.40	\$1,745.02	\$10,537.74	\$22,164.00	\$11,626.26
Veteran C	3333	\$2,385.40	\$2,559.60	\$2,559.60	\$2,559.60	\$2,559.60	\$2,559.60	\$15,183.40	\$33,576.00	\$18,392.60
Veteran D	4444	\$2,296.00	\$2,767.00	\$2,296.00	\$2,453.00	\$2,421.60	\$2,453.00	\$14,686.60	\$30,144.00	\$15,457.40
Veteran E	5555	\$3,550.10	\$3,515.80	\$3,601.55	\$3,601.55	\$3,310.00	\$3,584.40	\$21,163.40	\$43,260.00	\$22,096.60
Veteran F	6666	\$3,413.87	\$3,284.78	\$2,564.99	\$3,419.85	\$1,226.76	N/A	\$13,910.25	\$43,260.00	\$29,349.75
Veteran G	7777	\$2,428.98	\$2,237.32	\$2,422.05	\$2,450.01	\$2,497.04	\$2,512.72	\$14,548.12	\$30,144.00	\$15,595.88
Veteran H	8888	\$2,747.78	\$2,828.32	\$2,592.80	\$2,860.88	\$2,625.61	\$2,870.90	\$16,526.29	\$34,488.00	\$17,961.71
Veteran I	9999	CLC Hold	HOLD	HOLD	HOLD	HOLD	DISCHARGED	\$0.00	\$30,144.00	\$30,144.00
Veteran J	0000	\$1,786.24	\$1,732.12	\$1,366.81	\$1,772.71	\$1,610.35	\$1,650.94	\$9,919.17	\$22,164.00	\$12,244.83



# Submitting VD-HCBS Invoices

- Submitting the UB-04 to the VAMC
  - ▶ The Pasco-Pinellas AAA Aging utilizes Change Healthcare Solutions, LLC
  - ▶ The monthly fee is \$112 for up to 100 claims. Each claim beyond 100 is an additional .59 per transaction.
  - ▶ Screenshot of UB04.
  - ▶ With the number of Veterans enrolled in the program we receive sufficient administrative dollars to hire a full time position. This position is dedicated solely to this program. We also contract with a Case Manager who sees Bay Pines VA Health Care System and James Haley Veterans.
  - ▶ The UB04 is electronically submitted through Change Healthcare Solutions, LLC to the clearinghouse which sends it to the VAMC database. At this point it is either flagged for payment or rejection. The VAMC has 45 calendar days to process.

Box 1 will self populate once set-up is complete

Box 2 will populate once the UB04 is submitted

34 2=assessment & star fee

1 Area Agency on Aging of Pasco Pinellas Inc 9549 Koger Blvd Suite 100 Saint Petersburg FL 33702				2 Street address 1 Street address 2 City Zip				34 PAT. CNT. # SOCIAL SECURITY # 34 3			
8 PATIENT NAME a Y4 b JOHN SMITH				9 PATIENT ADDRESS a 9549 KOGER BLVD b ST PETERSBURG				5 FED. TAX NO. 00000000			
10 BIRTH-DATE 01/01/1965				11 SEX M		12 DATE OF BIRTH 1999/01/01		13 HR 9		14 TIME 6	
31 OCCURRENCE CODE				33 OCCURRENCE DATE				35 OCCURRENCE SPAN FROM THROUGH			
38				39 VALUE CODES CODE AMOUNT				41 VALUE CODES CODE AMOUNT			

34-3=continued claims

1st to last day of month

14/15/17 use VDHCB  
handbook

42 REV. CD.	44 HCPCS/RATE/HPPS CODE	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES
1	0571 HC T1020	Date 02/05/2017	UN 1	186.13	
2	0571 HC T1020	Date 02/06/2017	UN 1	186.13	
3	0571 HC T1020	Date 02/07/2017	UN 1	186.13	
4	0571 HC T1020	Date 02/08/2017	UN 1	186.13	
5	0571 HC T1020	Date 02/09/2017	UN 1	186.13	
6	0571 HC T1020	Date 02/12/2017	UN 1	186.13	
7	0571 HC T1020	Date 02/13/2017	UN 1	186.13	
8	0571 HC T1020	Date 02/14/2017	UN 1	186.13	
9	0571 HC T1020	Date 02/15/2017	UN 1	186.13	
10	0571 HC T1020	Date 02/19/2017	UN 1	186.13	
11	0571 HC T1020	Date 02/20/2017	UN 1	186.13	
12	0571 HC T1020	Date 02/21/2017	UN 1	186.13	
13	0571 HC T1020	Date 02/22/2017	UN 1	186.13	
14	0571 HC T1020	Date 02/24/2017	UN 1	186.13	
15	0571 HC T1020	Date 02/26/2017	UN 1	186.13	
16	0571 HC T1020	Date 02/27/2017	UN 1	186.13	
17	0571 HC T1020	Date 02/28/2017	UN 1	186.07	
18		Date	UN		
19		Date	UN		

We use 0571 see  
handbook  
T1020 is for  
continuous claims

T2024 is for STAR Fee

Total charges are  
determined by the  
monthly spending  
report.

PAGE 1 OF 1		CREATION DATE		TO		AIS		3164.15							
50 PAYER NAME P VA Fee Basis Program				51 HEALTH PLAN ID PI 12115		32 REL. INFO Y		Medicare ASGMT A		53 AGMT. BEN. Y		54 PRIOR PAYMENTS		56 NPI 000000000 57 000000000	
Address 1		Address 2		58 DESIRED'S NAME Person JOHN SMITH MI 9549 KOGER BLVD		59 P. REL. 1B MI 000000000		60 DESIRED'S UNIQUE ID MI 000000000		74 Agency Claim		75 Social Security			
City		Zip		Address 2 ST PETERSBURG FL 33702		City		Zip		76 Social Security #					
City		Zip		Person Last Name First Name MI Address 1		City		Zip		77 Social Security #					
City		Zip		Person Last Name First Name MI Address 1		City		Zip		78 Social Security #					
City		Zip		61 GROUP NAME		62 INSURANCE GROUP NO.		63 TREATMENT AUTHORIZATION CODES		64 DOCUMENT CONTROL NUMBER					
City		Zip		G1 Prior Authorization #		9F Referral Number		75 Original Reference #		76 Repriced Claim Ref.		77 Adjusted Repriced C			
City		Zip		G1 Prior Authorization #		9F Referral Number		75 Original Reference #		76 Repriced Claim Ref.		77 Adjusted Repriced C			
City		Zip		G1 Prior Authorization #		9F Referral Number		75 Original Reference #		76 Repriced Claim Ref.		77 Adjusted Repriced C			
City		Zip		66 DX F02.81		A		B		C		D		E	
City		Zip		F		G		H		I		J		K	
City		Zip		L		M		N		O		P		Q	
City		Zip		69 ADMIT ABJ		70 PATIENT REASON DR		APR a		APR b		APR c		71 PPS CODE	
City		Zip		72 RCT ABN		ABN		ABN		ABN		73			
City		Zip		74 PRINCIPAL PROCEDURE CODE		DATE		8 OTHER PROCEDURE CODE		DATE		9 OTHER PROCEDURE CODE		DATE	
City		Zip		8BR				8BQ				8CQ			
City		Zip		OTHER PROCEDURE CODE		DATE		OTHER PROCEDURE CODE		DATE		OTHER PROCEDURE CODE		DATE	
City		Zip		8CQ				8DQ				8EQ			
City		Zip		76 ATTENDING [71] NPI 000000000		QUAL		80 REMARKS							
City		Zip		LAST Doe		FIRST John		Billing Note							
City		Zip		77 OPERATING [72] NPI		QUAL		Claim Note							
City		Zip		LAST		FIRST									
City		Zip		78 OTHER OPERATING [22] NPI		QUAL									
City		Zip		LAST		FIRST									
City		Zip		79 RENDERING [82] NPI		QUAL		81 a							
City		Zip		LAST		FIRST		b							
City		Zip		REFERRING [08] NPI		QUAL		c							
City		Zip		LAST		FIRST		d							

#50 select P for Primary  
57 is for tax ID

#60 MI for member ID  
SS#

#66DX ICD 10

Referring Dr NPI first  
and last name

# Tracking VD-HCBS Invoices

- Pasco-Pinellas AAA has four sources of information to track VD-HCBS invoices
  - ▶ Preliminary status report from VAMC
  - ▶ Payment Remittance Report from VA Austin Financial Services Center (FSC)
  - ▶ VA VIS System
  - ▶ Local VD-HCBS invoice tracker (excel)

# VD-HCBS Preliminary Invoice Status

- The Bay Pines VA Health Care System sends a Preliminary Fee Remittance Advice Report once the claim is processed. This document indicates payment amount which will then be forwarded to Austin for payment. This document is generally received within 15 days after processing by the Bay Pines VA Health Care System.

This report is sent to us from the VAMC once the UB04 has been received and processed

**Preliminary Fee Remittance Advice Report**

3/20/2017

(Not an official payment document. Please forward to the Accounts Receivable department.)

VHA Office of Community Care  
 13000 Bruce B. Downs Blvd.  
 Tampa, FL 33612  
 1-866-972-8201

AREA AGENCY ON AGING OF PASCO PINELLAS INC  
 9549 KOGER BLVD  
 SAINT PETERSBURG, FL 337029998

**Facility: Tampa**

Patient: ██████████ L SSN (last 4 digits) ████████

Period: 11/01/2016 to 11/30/2016 Program: Authorized Claim ID: ████████ Claim Adj Codes:

POS	Rev Code	Prim Desc	Adm Desc	QTY	Billed	Paid	Adj Codes
11/01/2016	0571	R69		1	\$179.58	\$179.58	
11/02/2016	0571	R69		1	\$179.58	\$179.58	
11/03/2016	0571	R69		1	\$179.58	\$179.58	
11/06/2016	0571	R69		1	\$179.58	\$179.58	
11/07/2016	0571	R69		1	\$179.58	\$179.58	
11/08/2016	0571	R69		1	\$179.58	\$179.58	
11/16/2016	0571	R69		1	\$179.58	\$179.58	
11/17/2016	0571	R69		1	\$179.58	\$179.58	
11/18/2016	0571	R69		1	\$179.58	\$179.58	
11/20/2016	0571	R69		1	\$179.58	\$179.58	
11/21/2016	0571	R69		1	\$179.58	\$179.58	
11/22/2016	0571	R69		1	\$179.58	\$179.58	
11/27/2016	0571	R69		1	\$179.58	\$179.58	
11/28/2016	0571	R69		1	\$179.58	\$179.58	
11/29/2016	0571	R69		1	\$179.53	\$179.53	

Claim Totals: \$2,693.65 \$2,693.65

Totals for Facility	Tampa	\$2,693.65	\$2,693.65
Grand Total:		\$2,693.65	\$2,693.65

**Payment by VA constitutes payment in full. The veteran may not be billed for any services covered by VA's authorization.**

Legend:

# VD-HCBS Payment Remittance Form

- Pasco-Pinellas AAA receives two payment remittance forms: one from the Bay Pines VA Health Care System and another from VA Austin FSC
- These forms note total payment by day of service and Veteran

This report is sent to us from Austin, Tx but it is generally several days after payment shows in VIS

PAGE 01 OF 02

**Department of Veterans Affairs**

JAMES A HALEY VETERANS HOSP  
13000 BRUCE B DOWNS BLVD  
TAMPA FL 33612

**MEDICAL PAYMENT IDENTIFICATION NOTICE**

IDENTIFICATION NUMBER [REDACTED]  
DATE OF THIS NOTICE 03/21/17

CM170321301

AREA AGENCY ON AGING OF PASCO  
PINELLAS INC  
9549 KOGER BLVD STE 100  
ST PETERSBURG FL 33702

AMOUNT OF PAYMENT 2,693.65  
MEDICAL REGISTER NUMBER [REDACTED]

VETERANS NAME	VETERANS ID	SERVICE DATE	AMOUNT PAID	INTEREST PAID	INTREST RATE	CPT CODE
[REDACTED]	D L [REDACTED]	11/01/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	12/02/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/03/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/06/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/07/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/08/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/16/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/17/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/18/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/20/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/21/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/22/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/27/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]	D L [REDACTED]	01/28/16	179.58			T1020
[REDACTED]	D L [REDACTED]	01/29/16	179.58			T1020
PATIENT CONTROL NUMBER: [REDACTED]						

**RETURN ALL CORRESPONDENCE TO**  
DEPARTMENT OF VETERANS AFFAIRS JAMES A HALEY VETERANS HOSP  
13000 BRUCE B DOWNS BLVD TAMPA FL 33612





# VA VIS Payment Tracking

- VA also has an online system for tracking status of VD-HCBS invoices in real time
- Data is often available prior to receiving the payment remittance form
- VA VIS can be accessed at: <https://www.vis.fsc.va.gov/login.aspx>
- Vendors can register for the system if they haven't used it before
- The entire process can take as long as 60 or more days with no complications



# VIS



VIS > General Information > Inquiries > Reports > Invoice Processing >

Select VendorID: [redacted] Start Date: 03/23/2017 End Date: 03/23/2017

The date range selection will only work within one month; it will not span multiple months. Once we receive the Preliminary notice we begin checking VIS to see if Austin has made payment. Once it hits VIS payment generally is in the bank within 2 to 4 days.

1 of 2 Find | Next

### VA-FSC Vendor Inquiry System (VIS) Payment History List

Vendor ID:	Check Date	Check Num	Amount	PO Number	Invoice Number	Vet Name	Service Date	Invoice Status
[redacted]	3/23/2017	[redacted]	\$2,693.65					
			\$179.58	[redacted]	[redacted]	[redacted]	11/1/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/2/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/3/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/6/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/7/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/8/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/16/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/17/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/18/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/20/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/21/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/22/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/27/2016	Paid
			\$179.58	[redacted]	[redacted]	[redacted]	11/28/2016	Paid
			\$179.53	[redacted]	[redacted]	[redacted]	11/29/2016	Paid
	3/23/2017	[redacted]	\$1,224.78					
			\$26.00	[redacted]	[redacted]	[redacted]	11/1/2016	Paid

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# VD-HCBS Invoice Tracker

- Pasco-Pinellas AAA has also developed a tracker to monitor status of all claims, the amount billed/paid and support identifying any rejected or partial payments

Excel Tracking Spreadsheet for Invoicing and Payments

													BALANCE BROUGHT FORWARD			0.00
SSN/MAINS'L #	BILLED TO VA FOR CLIENT EXPENSE	PAID VA	RECEIVABLE CLIENT VA	BILLED ADMIN	PAID ADMIN	RECEIVABLE ADMIN	BILLED FROM MAINS'L FOR CLIENT EMPLOYEE	PAYMENTS TO MAINS'L CLIENTS	BILLED FROM MAINS'L FOR ADMIN SERVICES	PAYMENTS TO MAINS'L ADMIN	PAYMENTS TO MAINS'L	BILLED FROM CONSULTANT	PAYMENTS TO CONSULTANT	PAYMENT TO OTHERS	BALANCE FOR CLIENT	
VETERAN NAME	2500-0003															
CASH ACCOUNT	2500-0003															
January			0.00			0.00						0.00			0.00	
February			0.00			0.00						0.00			0.00	
March			0.00			0.00						0.00			0.00	
April			0.00			0.00						0.00			0.00	
May			0.00			0.00						0.00			0.00	
June			0.00			0.00						0.00			0.00	
July			0.00			0.00						0.00			0.00	
August			0.00			0.00						0.00			0.00	
September			0.00			0.00						0.00			0.00	
October			0.00			0.00						0.00			0.00	
November			0.00			0.00						0.00			0.00	
December			0.00			0.00						0.00			0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>BALANCE BASED ON PAYMENTS</b>															0.00	
<b>REQUESTS AND OUTSTANDING PAYMENTS TO MAINS'L</b>															0.00	

Excel Summary Spreadsheet by month tracking invoicing and payments

SUMMARY OF VA REQUESTS AND PAYMENTS FOR ALL VETERANS

	VA CLIENT	VA CLIENT PAYMENT	DIFFERENCE DUE FROM VA	ADMIN AAAPP	VA DMIN PAYMENT	DIFFERENCE DUE FROM VA	TOTAL REQUESTED	PAYMENTS TOTAL		DIFFERENCE DUE FROM VA	INTEREST VA PAID	COMBINED PAYMENTS BY MONTH	VIS BY MONTH	Receivables
JANUARY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
FEBRUARY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
MARCH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
APRIL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
MAY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
JUNE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		101,905.35	98,922.44	2,982.91
JULY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
AUGUST	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		105,436.43	101,917.16	3,519.27
SEPTEMBER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		1.00	1.00	0.00
OCTOBER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		98,631.66	86,689.30	11,942.36
NOVEMBER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		105,487.81	0.00	105,487.81
DECEMBER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00		99,456.37	0.00	99,456.37
TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	1,272,157.83	1,048,769.11	223,388.72 RECEIVABLE BASED ON VIS JAN-DEC 223,388.72 ACCRUAL IN SYSTEM

# VD-HCBS Payment: Communication

- Pasco-Pinellas AAA maintains close and regular contact with the James A Haley and Bay Pines VA Health Care System
- Pasco-Pinellas AAA and the VAMCs know who to contact in case of questions or concerns regarding invoices
  - ▶ We have quarterly meetings with our VAMCs to discuss any issues that might arise, new clients and who to contact with questions or concerns
- Ensuring that issues with invoices are resolved is imperative to making VD-HCBS work for the Bay Pines VA Health Care System and Pasco-Pinellas AAA
- Taking a proactive approach to managing VD-HCBS invoices and accounts receivable has helped make our program a success!

# Questions?

What tools and forms are available to facilitate timely submission of invoices and prompt payment?

# Billing and Invoicing Guides

- Billing and Invoicing guides have been developed for VAMC's and VD-HCBS Providers
  - ▶ VD-HCBS Provider Billing and Invoicing Guide  
[https://nwd.acl.gov/docs/VDHCBS\\_Billing\\_Methodology\\_Guide.pdf](https://nwd.acl.gov/docs/VDHCBS_Billing_Methodology_Guide.pdf)
  - ▶ VA Billing Guide
- These guides outline standard invoicing and payment procedures



# VD-HCBS Monthly Spending Report

- VD-HCBS Providers should keep a record of the Veteran's monthly budget and expenses
- VA requires that VAMCs receive a monthly spending report from the VD-HCBS Provider that documents actual spending
- Monthly spending reports should align with both the approved VD-HCBS spending plan and UB-04
- A 12 monthly Spending Report workbook is available at <https://nwd.acl.gov/vd-hcbs.html>

# VD-HCBS Monthly Spending Report Template

Monthly Veteran Spending Report: (June 2016)						
Veteran Name	John Doe	Aging/Disability Services Contact			Tina Turner	
Veteran SSN	XXXXXXXXXX	VAMC Contact			Beth Hamson	
Start Date of Using Monthly Spending Plan	6/1/2016					
Monthly Budget Amount	\$ 2,668.00	VD-HCBS Annualized Budget			\$32,016.00	
Monthly Admin Rate	\$ 504.00					
Total Days in Month	30					
Personal Care/Day Care/Respite Service	Employee	Employee (per hour or day)	Employer Taxes and Workers' Comp	Total Units (Hours or Days)	Day of Service	Total
Personal Care	Sandy Sue	\$20.00	\$6.00	32	15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30	\$832.00
Day Care	Day Care Inc	\$80.00	\$0.00	3	01, 02, 03	\$240.00
Respite	Betty Lue	\$12.00	\$4.00	24	04 ,06, 09	\$384.00
<b>Total Employee Services</b>						<b>\$1,456.00</b>

# VD-HCBS Monthly Spending Report Template

Purchased Non-Employee Good/Service	Vendor	Unit Cost	Units	Total
Lawn Service	Lawn Mowers, Inc	\$40.00	2	\$80.00
<b>Total Non-Employee Goods/Services</b>				<b>\$80.00</b>
<b>Total Veteran Spending This Month</b>				<b>\$1,536.00</b>
<b>Monthly Admin &amp; Oversight</b>				<b>\$504.00</b>
<b>Monthly Actual Expenses</b>				<b>\$2,040.00</b>
<b>Number of Unique Days in Month Where Personal Care, Day Care and Respite Care was Provided by Paid VD-HCBS Provider</b>				<b>22</b>
<b>Actual Unique Days in the Month Where Care was Provided (e.g. Days to Invoice For)</b>				<b>1, 2, 3, 4, 6, 9, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30</b>
<b>Daily VD-HCBS Rate for This Month</b>				<b>\$92.73</b>
<b>Emergency Back-Up/Planned Savings Allocated This Month</b>	<b>\$124.00</b>	<b>Emergency Back-Up/Planned Savings Balance End of Month (New Balance)</b>		<b>\$124.00</b>
<b>Annual VD-HCBS Budget Remaining</b>				<b>\$29,852.00</b>

# Poll Question 1

Does your program use the 12 Month  
Spending Report workbook?

# VD-HCBS UB-04 Form

- VD-HCBS Providers must invoice VAMCs for VD-HCBS using the UB-04 (CMS 1450) form
- There are several ways to generate and submit VD-HCBS invoices:
  1. Print UB-04 form and send VAMC
  2. Submit electronically through VA's Clearinghouse (Change Healthcare)
- There are several software companies that have a UB-04 product for third party billing
- VD-HCBS Providers should aim to submit VD-HCBS invoices within 5-15 days after the end of the month, and sooner, if possible

# Poll Question 2

For VD-HCBS Providers: How do you submit UB-04 Forms?

# Poll Question 3

As a VD-HCBS Provider, what is the typical time frame in which you submit your VD-HCBS invoices to the VAMC?

# Tracking Invoices

- The VD-HCBS monthly spending report has an invoice tracker on the first tab of the spreadsheet.
- VD-HCBS Programs often find it helpful to discuss the status of invoices/payments during monthly VD-HCBS Provider and VAMC calls
- VD-HCBS Providers typically receive payment within 60 days of submitting an invoice
- Invoices greater than 45 days outstanding should be appropriately discussed between the VAMC and VD-HCBS Provider with clear action items and next steps identified
- Invoices greater than 60 days outstanding without a mutual understanding of next steps and estimated timeline for payment should be brought to ACL and VA for support by phone or via the VD-HCBS mailbox [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)



# VD-HCBS Invoice Tracker Template

<b>Veteran Name:</b>						
<b>Date Veteran Initially Assessed:</b>			<b>Total Invoiced to VA to Date:</b>			
<b>Case-Mix Level or Score:</b>			<b>Total VD-HCBS Budget Spent to Date:</b>			
<b>STAR FEE:</b>			<b>Annual VD-HCBS Budget Allocation:</b>			
<b>Date Veteran Initiates Services:</b>			<b>Annual VD-HCBS Budget Remaining:</b>			
<b>VD-HCBS Payment Tracking</b>						
	<b>Date Invoiced</b>	<b>Invoice Amount</b>	<b>Date Reimbursed by VA</b>	<b>Payment Amount</b>	<b>Difference in Payment</b>	<b>Length of Time for Payment (Days)</b>
STAR FEE		\$0.00			\$0.00	0
Month 1		\$920.00			-\$920.00	0
Month 2		\$564.00			-\$564.00	0
Month 3		\$504.00			-\$504.00	0
Month 4		\$504.00			-\$504.00	0
Month 5		\$504.00			-\$504.00	0
Month 6		\$504.00			-\$504.00	0
Month 7		\$504.00			-\$504.00	0
Month 8		\$504.00			-\$504.00	0
Month 9		\$504.00			-\$504.00	0
Month 10		\$504.00			-\$504.00	0
Month 11		\$504.00			-\$504.00	0
Month 12		\$504.00			-\$504.00	0
Month 13 (if applicable)		\$504.00			-\$504.00	0

# Poll Question 4

For VD-HCBS Providers, what is the average length of time between submitting an invoice and receiving payment?

# Poll Question 5

Would additional technical assistance be helpful on invoicing and payment?

If yes, please indicate which options you would be interested in.

# Leaving in Action

What's one change our VD-HCBS Program could implement within the next three months to improve performance with invoicing and payment?

# Questions & Closing

- The next VD-HCBS Educational Webinar will be held in July
- Please provide your feedback on today's presentation:
  - ▶ <https://www.surveymonkey.com/r/AprilVD-HCBSWebinar>
- Reminders:
  - ▶ Please use the VD-HCBS Ticker on a monthly basis to enter and track Veteran census (<https://www.adrc-tae.acl.gov/>)
  - ▶ VD-HCBS Resources can be found at: <https://nwd.acl.gov/vd-hcbs.html>
  - ▶ Questions/Concerns? Please email: [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)