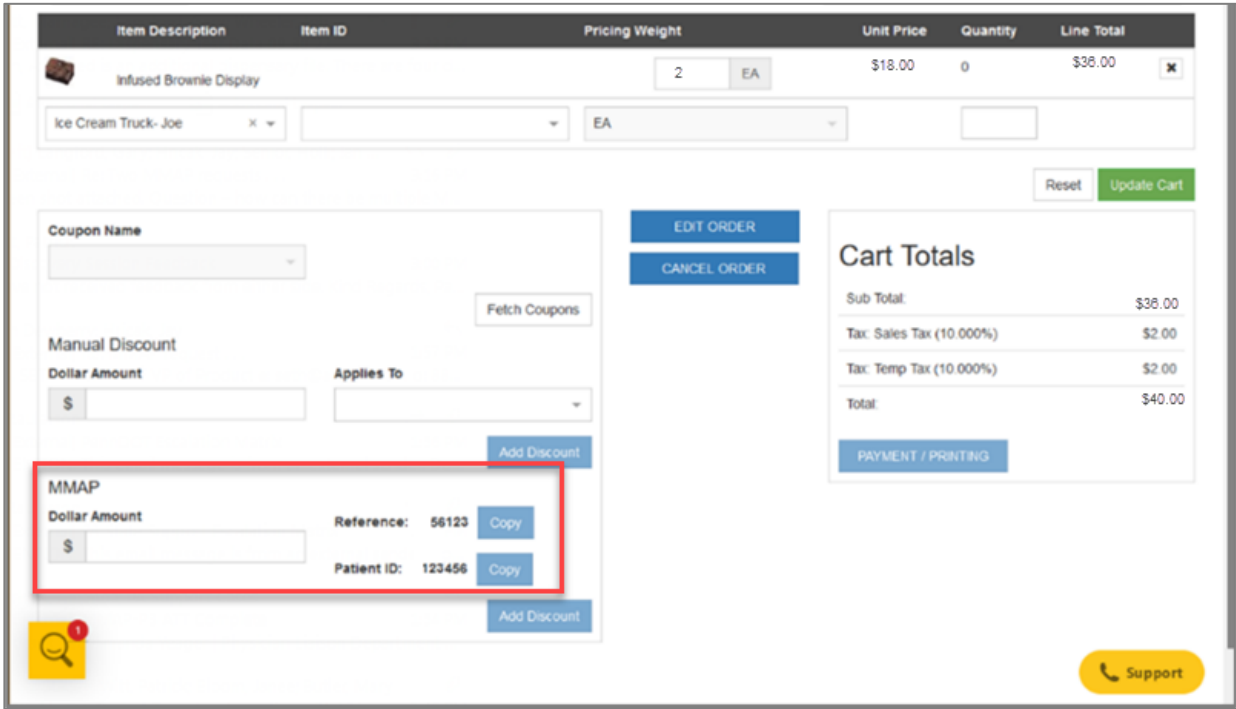


MMAP Claims Submission Job Aid

November 23, 2022

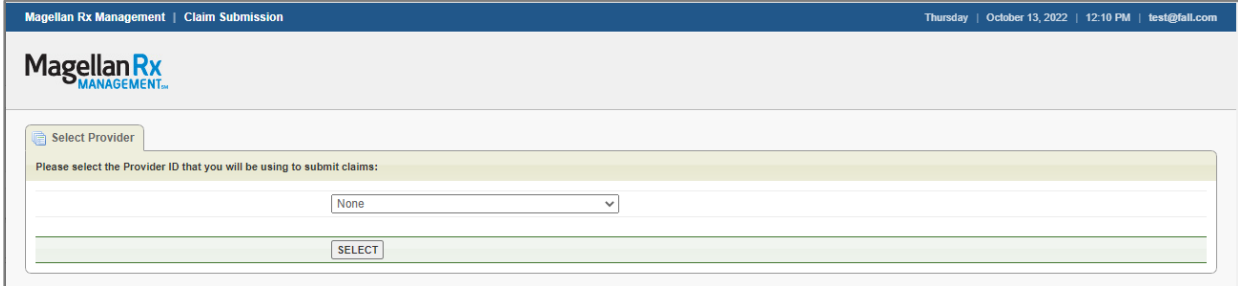
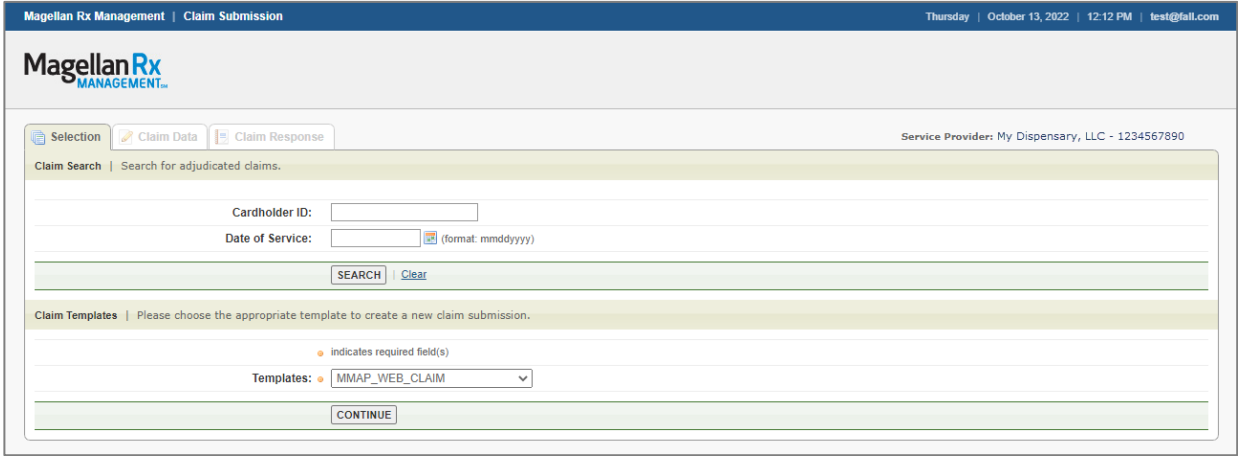
Complete the following steps to submit a claim for medical marijuana using the MJ Freeway point-of-sale system and Magellan Health’s Web Claims submission.

Step	Action
1.	Scan the patient’s card and enter the order as normal including all discounts and coupons.
2.	<p>A separate MMAP discount field will appear for patients enrolled in MMAP.</p> <p>The Dispensary will enter the amount of available funds the patient has to put toward their purchase in this field.</p> <p>MMAP benefits are to be applied after all other discounts or points have been applied.</p> 
3.	<p>Open the Dispensary Portal (https://papaceportal.magellanhealth.com).</p> <p>Click Launch next to Web Claims Submission.</p> <p>Note: You must be logged in to see the Web Claims Submission option</p>

Proprietary & Confidential

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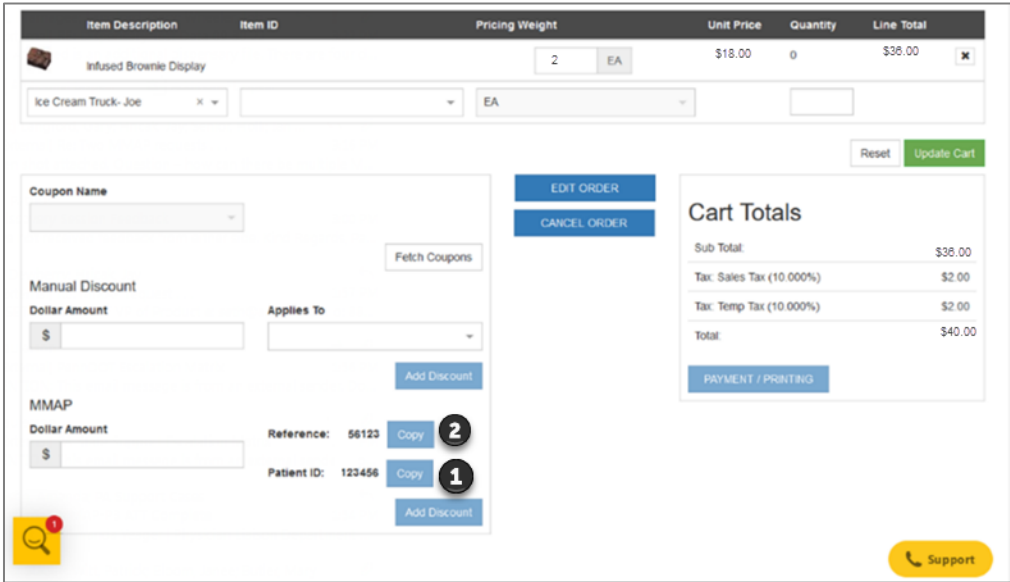
Magellan Medicaid Administration, part of the Magellan Rx Management division of Magellan Health, Inc.

Step	Action
4.	<p>Select your Dispensary from the provider List drop-down.</p> 
5.	<p>Select the MMAP_WEB_CLAIM template from the Templates drop-down. Click Continue.</p> 
6.	<p>Complete the following required fields on the Claim Data tab:</p> <ul style="list-style-type: none"> • Date Filled – must be the current date • Patient First Name – must match on the first character of demographics data in the Magellan system. • Patient Last Name - must match on the first three characters of demographics data in the Magellan system. <p>Notes:</p> <ul style="list-style-type: none"> • Required fields are marked with an icon (🔴). • Many required fields are prefilled.

Step	Action
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7. Copy the following information from the MJ Freeway system. Click the **Copy** button next to each field to paste the value in the claims submission template.

- Cardholder ID
- Prescription Reference Number



REQUEST_INSURANCE_SEGMENT

Cardholder ID Number **1**

Group Number

REQUEST_CLAIM

REQUEST_CLAIM_SEGMENT

REQUEST_CLAIM_SEGMENT

Prescription Reference Number Qualifier **2**

Prescription Reference Number

Step	Action
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8. Enter the Usual and Customary Charge. This is the total purchase price. Any amount over the patient's available MMAP balance will be the responsibility of the patient.

The screenshot shows a retail demo interface. At the top, there are navigation tabs for 'IN STORE', 'PICKUP ORDERS', 'DELIVERY', and 'PAYMENT'. Below this, there are purchase limits and a table of items. The cart contains one item: 'Infused Brownie Display' with a quantity of 2 and a unit price of \$18.00, resulting in a line total of \$36.00. The 'Cart Totals' section shows a Sub Total of \$38.00, Sales Tax of \$2.00, and Temp Tax of \$2.00, for a Total of \$40.00. A red box highlights the \$40.00 total. Below the cart, there are fields for 'Manual Discount' and 'MMAP Dollar Amount'. At the bottom, a form titled 'REQUEST_PRICING_SEGMENT' has a field for 'Usual and Customary Charge' with a red box around the value '40.00'. A red arrow points from the \$40.00 total in the cart to this field.

9. Click **Submit** to submit the claim.

|
 [New Claim](#) |
 [Clear](#) |
 [Cancel](#)

Step	Action																		
10.	<p>Manually enter the benefit returned in the Magellan tool (called Total Amount Paid) in the Payment Amount field to reflect the MMAP discount.</p> <div data-bbox="423 321 1279 793" data-label="Form"> <p>RESPONSE_PRICING_SEGMENT</p> <p>Patient Pay Amount(8 bytes) \$0</p> <p>Ingredient Cost Paid(8 bytes) \$40</p> <p>Dispensing Fee Paid \$0</p> <p>Tax Exempt Indicator 1 - Payer/Plan Tax Exempt</p> <hr/> <p>RESPONSE_PRICING_COUNT_SEGMENT</p> <p>Total Amount Paid(8 bytes) \$40</p> <hr/> <p>RESP_BENEFIT_STAGE_COUNT_SEG</p> <p>Spending Account Amount Remaining \$10</p> </div> <div data-bbox="342 835 1362 1625" data-label="Form"> <p>Production Retail Demo 236</p> <p>IN STORE 2 PICKUP ORDERS 3 DELIVERY 3 PAYMENT 3</p> <p>Med Test ORD 01836</p> <p>Order Quantity in Grams of Flower: 1.2</p> <table border="1"> <thead> <tr> <th>Item Description</th> <th>Item ID</th> <th>Pricing Weight</th> <th>Unit Price</th> <th>Quantity</th> <th>Line Total</th> </tr> </thead> <tbody> <tr> <td>Infused Brownie Display</td> <td></td> <td>2 EA</td> <td>\$18.00</td> <td>0</td> <td>\$36.00</td> </tr> <tr> <td>Ice Cream Truck-Joe</td> <td></td> <td>EA</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Cart Totals</p> <p>Sub Total: \$36.00</p> <p>Tax: Sales Tax (10.000%): \$2.00</p> <p>Tax: Temp Tax (10.000%): \$2.00</p> <p>Total: \$40.00</p> <p>MMAP Dollar Amount \$ 40.00</p> </div>	Item Description	Item ID	Pricing Weight	Unit Price	Quantity	Line Total	Infused Brownie Display		2 EA	\$18.00	0	\$36.00	Ice Cream Truck-Joe		EA			
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Ice Cream Truck-Joe		EA																	
11.	Collect the remaining amount (if any) from the patient in cash.																		

Step	Action																		
12.	<p data-bbox="240 205 1390 237">Notify the patient of the remaining MMAP balance available to them after this sale is completed.</p> <div data-bbox="423 277 1279 751" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th colspan="2" style="text-align: left; padding: 2px;">RESPONSE_PRICING_SEGMENT</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Patient Pay Amount(8 bytes)</td> <td style="padding: 2px; text-align: right;">\$0</td> </tr> <tr> <td style="padding: 2px;">Ingredient Cost Paid(8 bytes)</td> <td style="padding: 2px; text-align: right;">\$40</td> </tr> <tr> <td style="padding: 2px;">Dispensing Fee Paid</td> <td style="padding: 2px; text-align: right;">\$0</td> </tr> <tr> <td style="padding: 2px;">Tax Exempt Indicator</td> <td style="padding: 2px; text-align: right;">1 - Payer/Plan Tax Exempt</td> </tr> <tr style="background-color: #f2f2f2;"> <th colspan="2" style="text-align: left; padding: 2px;">RESPONSE_PRICING_COUNT_SEGMENT</th> </tr> <tr> <td style="padding: 2px;">Total Amount Paid(8 bytes)</td> <td style="padding: 2px; text-align: right;">\$40</td> </tr> <tr style="background-color: #f2f2f2;"> <th colspan="2" style="text-align: left; padding: 2px;">RESP_BENEFIT_STAGE_COUNT_SEG</th> </tr> <tr> <td style="padding: 2px;">Spending Account Amount Remaining</td> <td style="padding: 2px; text-align: right;">\$10</td> </tr> </tbody> </table> </div> <p data-bbox="240 800 1425 873">Note: If the patient’s remaining balance is \$0. The RESP_BENEFIT_STAGE_COUNT_SEG, containing the Spending Account Amount Remaining field, does not display.</p>	RESPONSE_PRICING_SEGMENT		Patient Pay Amount(8 bytes)	\$0	Ingredient Cost Paid(8 bytes)	\$40	Dispensing Fee Paid	\$0	Tax Exempt Indicator	1 - Payer/Plan Tax Exempt	RESPONSE_PRICING_COUNT_SEGMENT		Total Amount Paid(8 bytes)	\$40	RESP_BENEFIT_STAGE_COUNT_SEG		Spending Account Amount Remaining	\$10
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Rejected Claims

The **Claim Response** tab shows the status of the claim once submitted. If the claim did not “pay,” the Reject Code(s) and descriptions are listed on the **Claim Response** window.

The following table describes the reasons a claim may reject at the point-of-sale.

Reject Code	Information
CA - M/I Patient first name	FIRST NAME: FIRST CHARACTER MUST MATCH Example: You enter Ryan, but the Patients’ name is Bryan
CB - M/I Patient last name	LAST NAME: FIRST 3 CHARACTERS MUST MATCH Example: You enter R othermel, but the patient’s last name is spelled Ro ethermel
09 - M/I Birthdate	DATE OF BIRTH MUST MATCH Example: You enter 12/12/1944 or 12/21/1934, but the patient’s DOB is 12/21/1944
52 - Non-matched cardholder id	PATIENT ID DOES NOT MATCH OUR SYSTEM Example: You enter the patient’s ID number for another program. Note: Use MJ Freeway system Copy button to prevent this error.
81 - Claim too old	CLAIM MUST BE SUBMITTED ON CURRENT DATE Example: Date of service is 11/27/2022 but you enter 11/17/2022 Note: Use the calendar icon to select a date to prevent keying errors.
DQ - M/I Usual And Customary Charge	USUAL AND CUSTOMARY VALUE CANNOT BE \$0.00 (THIS SHOULD BE THE VALUE THE PATIENT WOULD BE CHARGED AFTER ALL DISCOUNTS AND SALES ARE APPLIED).
87 - Reversal not processed	REVERSAL NOT PROCESSED (EITHER THE PRESCRIPTION REFERENCE NUMBER OR THE DATE OF SERVICE DOES NOT MATCH A PAID CLAIM)

Reverse a Claim

Only Paid claims can be reversed. A claim would be reversed if an item is returned.

To reverse a claim, you need the **Reference** and **Patient ID** fields from the MJ Freeway MMAP Refund/Restock Screen.

Payments In: ORD.00016

Payment Method	Payment Amount	Register
Cash	0.50	Register
<input type="checkbox"/> Change Payment		

Mmap Discounts

Payment Method	Payment Amount	
MMAP	3.50	Reference: 3080 Copy Patient ID: 1407 Copy
<input checked="" type="checkbox"/> Change Mmap Discount		<input type="button" value="Save"/> <input type="button" value="+"/> <input type="button" value="-"/>

Products In: ORD.00016

Product	Unit Size	Unit Id	Price	Actions
Colombian Gold Vape ...	1 EA	BJJSCOLNJ5000002	\$10.00	<input type="button" value="Refund"/> <input type="button" value="Restock"/> <input type="button" value="View/Print Label"/>
Sub Total			\$0.50	<small>Refunded 1 through ORD.00058</small>
Taxes			0.00	
Total			\$0.50	

Showing 1 to 1 of 1 Product 1

Duplicate Billing



- If an exact duplicate of a paid claim is submitted, the Response tab will display a Response Status of **D – Duplicate Billing**.
- A unique Authorization Number is assigned to the Duplicate

RESPONSE_STATUS_SEGMENT	
Response Status	D - Duplicate Billing
Authorization Number(20 bytes)	00022030770901