

PACE/CRDP/SPBP

PROVIDER BULLETIN

May 16, 2011

Same Cycle Voids

The PACE processing system will be implementing a change effective October 1, 2011, affecting claims *paid and voided within the same processing cycle*. PACE processing cycles begin 7AM Friday and ends 10PM Thursday.

Currently, claims paid and voided in this same cycle appear as both a paid claim and a voided claim on the same remittance advice even though no payment has occurred. With this change, since no payment is made for a paid and voided claim, neither claim will appear on the R/A.

The examples below best describe how this change will work.

On the morning of Saturday July 2, 2011, a PACE claim is submitted and paid. That afternoon the claim is voided. On the R/A of July 22, 2011 (21 days later), neither the paid nor the void appears since the paid and void happened in the same payment cycle. The paid and void cancelled each other out resulting in no payment being made for this claim.

Conversely, on Saturday July 2, 2011, a PACE claim is submitted and paid. The following Saturday the claim is voided. Since the claim was not voided until Saturday July 9, 2011—after the cycle ended on Thursday July 7, 2011, the claims did not cancel each other out. The provider receives payment for the July 2, 2011 claim on the R/A of July 22, 2011 and the claim appears as a void the following week on the R/A of July 29, 2011.

NOTE: Even though same cycle voids will not appear on the R/A, **all** voided claims remain on claims' history retrievable by a Provider Services operator.

Provider should contact Provider Services at
1-800-835-4080
with any questions.