



NETWORK *Notification*

Notice Date: May 4, 2023
To: Ohio Medicaid Providers
From: CareSource
Subject: ODM Claims Rejection Logic

Summary

Ohio Department of Medicaid (ODM) is issuing an update to providers and trading partners regarding the temporary redirection of Electronic Data Interchange (EDI) claims from the Ohio Medicaid Enterprise System (OMES) to the Next Generation Medicaid Managed Care entities (MCE).

Impact

Based on recent trends with successful transmission rates, ODM has determined the direct submission of claims by trading partners to MCEs is no longer needed and would create an inconsistent provider experience across MCEs. As a result, **ODM is not approving any trading partner to submit EDI claims directly to the MCEs**. Please note that CareSource will be implementing this into production on May 5, 2023 for an effective date of May 6, 2023.

Fee-for-service (FFS) and managed care EDI claims should continue to be submitted directly to the OMES EDI vendor, Deloitte. ODM's analysis of the OMES has determined that redirection of EDI claims directly to the MCEs would not alleviate the challenges providers are facing with claims payment as many of these issues are related to providers' FFS claims.

ODM is taking several additional steps to improve the FFS payment rate. Edits within the Fiscal Intermediary (FI) are being relaxed to ensure claims accepted by the EDI system are not rejected by the FI system. Claims previously rejected by the FI due to edits that are being relaxed will be reprocessed automatically and do not need to be resubmitted. For trading partners with lower acceptance rates, ODM is examining errors to identify common causes and provide specific guidance to improve the successful transmission of claims. ODM is also carefully monitoring suspensions, denials, and payment rates to ensure consistency with historic standards.

This update does not impact provider eligibility for temporary bridge payments. Providers and/or trading partners do not need to attempt to submit EDI claims directly to the MCEs to qualify for bridge payments. The ability to send EDI claims directly to an MCE has not been, and will not be, taken into consideration when ODM reviews data to determine eligibility for bridge payments. In accordance with the guidance issued previously by ODM, trading partners do need to be actively working with OMES EDI to be eligible for bridge payments.

Trading partners are encouraged to continue to actively submit claims to the OMES EDI.

Providers and/or trading partners experiencing EDI claim issues should contact ODM's Integrated Helpdesk (IHD) at 800-686-1516. Additional resources related to claims submission can be found on ODM's website here:

- [Trading Partner Overview One Pager](#)
- [Trading Partner Important Actions and Resources One-Pager](#)
- [Trading Partner Helpdesk One-Pager](#)

Questions regarding this communication should be sent to ODMBridge@medicaid.ohio.gov

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