



# Virtual Gateway EIM/ESM: Fiscal Year 2015 Important End of Year Dates and Tips for Providers

## Greetings EIM/ESM Providers:

In order to help ensure a smooth transition through the year end for FY2015, please read on for key dates and tips in closing out this fiscal year. Please note that some of the deadlines are earlier than they have been in previous years. Providers are reminded to submit their billing in a timely fashion as we approach the end of the fiscal year to allow for timely review and approval by agency staff.



### Contract Amendments

- Remember to stay in communication with your agency contract manager regarding amendment requests.
- Please contact your agency contract manager to find out the last day that line item budget or unit allocation amendment requests can be made for your FY2015 contract.
- Remember to make sure any downward amendments have been processed in EIM prior to submitting final billing for the year.



### Final Date to Release and Authorize Positive FY15 Billing

Sunday, August 16th is the final date to release and authorize positive FY15 billing.

This will allow sufficient time for your Invoice or SDR to move through the EIM approval process to result in your receipt of payment.

Remember that provider organizations are required to continue to report expenses and services for the entire time period of their contract, even if the contract funds have exhausted.

*Reminder: Billing cannot be authorized using Mozilla Firefox. Internet Explorer is the accepted browser when using EIM/ESM.*

**EIM/ESM  
Hours of Operation:**

**Daily:  
7:00 AM – 1:00 AM**

**VG EIM/ESM  
Business Operations:**

If you have remaining questions, you may contact EIM/ESM Business Operations

**Email:**

[EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us](mailto:EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us)

**VG Customer Service**

**1-800-421-0938  
TTY: (617) 847-6578**



Key Provider EIM/ESM Dates for FY2015 End of Year	All Providers
<b>FY2015 Close</b>	<b>06/30/2015</b>
<b>FY2016 Open</b>	<b>07/01/2015</b>
<b>Final date for providers to submit negative billing</b>	<b>07/13/2015</b>
<b>Final date for FY15 Line Item Budget Amendment Requests</b>	<b>07/31/2015</b>
<b>Last day for providers to submit HIPAA Claims (uploaded by 7:30 AM)</b>	<b>08/15/2015</b>
<b>Final date for providers to release and authorize positive billing</b>	<b>08/16/2015</b>

### Tips on Searching for PRCs/CECs

PRCs are the documents you should use to track your payments, and their numbers appear as the reference on your electronic payment advice. You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen.

We have found that most providers find it useful to search by:

- Invoice/SDR Reference Number if one was entered when you created an Invoice or SDR.
- Contract number
- Service From and Service To dates

As a reminder REJECTED status is to be expected if your contract funds are completely exhausted. There is only cause for concern/action if you see this status and have funds remaining.

### Corrections

- Submit supplemental negative billing prior to regular positive billing. Your negative billing needs to be satisfied with subsequent positive billing to spend down your contract properly. If you have multiple months of corrections to make, consult with your agency contract manager prior to submitting the supplemental invoices to ensure smooth processing.
- For contracts using the Unit Rate SDR, you must void all services before re-billing — even if the initial claim was rejected or not paid.

### Reminder: DDS/DMH Client Enrollments

Providers are reminded to contact your agency contract manager if:

- You are seeing duplicate enrollments on your SDR. Your agency contract manager will be able to confirm which enrollment you should use for billing.
- A client is not appearing on your SDR. It is possible that the client is not:
  - ⇒ Entered into Meditech
  - ⇒ Enrolled to the correct contract in Meditech
- The agency can make these corrections.
- A client is still appearing on your SDR after s/he no longer receives services. It is possible the client was not yet end dated in Meditech. Your agency can correct the client record.

### Note for Access Administrators

User Request Forms (URFs) are processed as they are received. If submitted users have not received an invitation to the online training, please review your email to see if you have received instructions on how to correct your form before calling Customer Service. (Please note training is required for all new role types. Failure to respond in a timely fashion may result in billing and payment delays. Do not wait until the fiscal year deadlines to see who has access to bill since this will cause unexpected delays due to onboarding and/or training requirements.

- Ensure that billing staff\* have: (*\*Includes contingent billing staff.*)
  - ⇒ Completed the correct training
  - ⇒ Necessary access
- Always download the recent most EIM/ESM URF when requesting new user access or new roles.

### Reconciliation

- Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.
- The Payment Tracking Report references your internal tracking number (if entered at billing,) and will give you an overview of year to date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.
- The Payment Detail by Client Report provides details on payments by client, day, and service code along with any corresponding adjustments for Unit Rate SDR and HIPAA billing.
- Manual payments/adjustments in MMARS will not be reflected in EIM/ESM for balance reconciliation.

### HIPAA Billing

- Providers are strongly encouraged to reconcile payables now. The HIPAA Claim Status and Payment Detail by Client reports are helpful tools.
- The submission deadline for credit only files or manual voids in EIM is July 13, 2015.
- FY2015 837 batches must be uploaded by 7:30 am on Saturday August 15th.

### EIM/ESM Reports

The Report screens have changed since last year. When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved. For a job aid on running reports, visit: <http://www.mass.gov/eohhs/docs/vg/eim-esm/training-reports-job-aid.pdf>.

### Tips When Using Reports:

- Consider scheduling reports ahead of time or having the results e-mailed to you. Note: Reports containing client data cannot be emailed.
- DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!
- Report data are generally a day behind. If you need a report with today's information, please run it tomorrow.

### Department of Public Health (DPH) Support

DPH EIM/ESM Management Office:  
(617) 624-5379

**Happy Fiscal New Year!!!**