

Case Study - Clinical Psychology - Arkansas Medicaid

Overview

Clinical psychology is a speciality which deals with assessment and treatment of mental illness and disability. Our client is a medical service provider in clinical psychology (behavioural health) in the state of Arkansas. Through the use of positive psychology, a solution-focused approach, and mindfulness training the clients goal is to help patients achieve their goals. The client utilizes techniques of positive psychology and training with Neuro Feedback. They assist patients in locating the tools they need to make positive transformation in their life.

Challenges

The provider was not getting reimbursed on Medicaid claims. Claims were denied by Medicaid stating maximum benefits exhausted.

Solution

Medisys billing Manager reviewed all the data of the claims denied by Medicaid. Thorough knowledge of medical billing and reimbursement and consistent follow up with Medicaid representative helped to find a solution to this problem. Medicaid Arkansas allows only 12 psychological visits in a fiscal year which are reimbursed by Medicaid. Visits exceeding 12 need to be approved by Medicaid benefits manager. Medisys identified this issue and resolved it by critical evaluation. Claims which were denied by Medicaid stating maximum benefits exhausted needed to be resubmitted, however before that the primary task was to “obtain extension of benefits or prior authorization.” We applied for prior authorization and submitted reporting documents such as Master Treatment Plan, current symptoms and chart notes to Medicaid. After obtaining prior authorization, claims were resubmitted to Medicaid and Medicaid reimbursed the outstanding amount to the provider.

Benefits & Value add by Medisys to the client:

When Medisys undertook the billing for the client there were \$25,000 outstanding with Arkansas Medicaid for maximum benefits exhausted for several patients. Medisys recovered all the outstanding amount i.e. \$25,000 from Medicaid which brought smiles to the client.