

**Document Type:**<sup>1</sup>

☐ Policy & Procedure ☒ Process Guideline  
☐ Plan ☐ System Description

Adopted: 1/1/2019  
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**Document Scope:** (applies to Policy & Procedure only)

- ☒ The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers<sup>2</sup>.
- The requirements herein apply both to GCBH BH-ASO and its network providers<sup>2</sup>. Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

**PURPOSE:** To specify the process for ensuring that the latest supplemental data transactions and encounter data are respectively available to the Washington State Health Care Authority (HCA) and ProviderOne and the Greater Columbia Region contracted Managed Care Organizations (MCOs), and are as current and error free as possible.

**POLICY**

Greater Columbia Behavioral Health (GCBH BH-ASO) submits batch files of all encounter and supplemental data received and processed from providers since the last export at least biweekly. Supplemental data transaction exports may require more frequent exports, depending on the receipt of DCR Investigations and/or ITA Hearing transactions. DCR Investigations and ITA Hearing transactions are submitted within 24 hours. All supplemental data is submitted to HCA; encounters are submitted to the appropriate MCOs for those clients/encounter data that are enrolled in Medicaid and members of that MCO. All remaining encounters (outpatient and inpatient) are submitted to ProviderOne. Any errors from the MCOs, ProviderOne, or HCA are to be corrected within 30 days.

**PROCEDURE**

1. Import provider batch files:
  - 1.1. In Raintree, open the Import Dashboard.
  - 1.2. Adjust the from and to dates.
  - 1.3. Select All, Process.
  - 1.4. Wait for all files to finish processing.
2. Export Supplemental Data:
  - 2.1. In Raintree, open the Export Dashboard.
  - 2.2. Adjust the from and to dates.
  - 2.3. Select All, Export.
  - 2.4. Save the file to the GCBH Network in the appropriate O:\IS\Exports folder.

- 2.5. Open a web browser and log into the HCA SFTP site for GCBH ASO. Upload the file to the NewBatch directory.
- 2.6. Retrieve the previous files batch reports from the BatchReports directory. Save the Batch Report files to the GCBH network O:\IS\HCA\BatchReports.
- 2.7. Importing Batch Reports into Raintree: Using the Export Dashboard, click on the "Processed" tab. Click on the "Import Response File" button, select the first Batch Report and click on "Open". Import the Batch Reports to Raintree one at a time. Review the results in Raintree to work on fixing the errors reported by HCA.
3. Generate and Export 837s:
  - 3.1. In Raintree, open Reports/Forms, then Batch Billing/Forms, then Forms and Bills.
  - 3.2. Double click on each MCO/HCA 837P/I form, check all form criteria to ensure there are no changes needed, then click Save. Repeat this for each MCO/HCA 837P/I form.
  - 3.3. Cancel out of Forms and Bills; open eBilling, then Process Claims/Statements.
  - 3.4. Click on each file to review and download.
4. Submit 837s to MCOs/HCA:
  - 4.1. Rename the files per the requirements of the entity.
  - 4.2. Submit the claim files to the appropriate entity via FileZilla.
    - 4.2.1. AMER
    - 4.2.2. CCWA5
    - 4.2.3. CCWA7
    - 4.2.4. CCWA8
    - 4.2.5. MOLI
    - 4.2.6. A837I
    - 4.2.7. HCA
  - 4.3. Using a web browser, log into the CHPW SFTP site.
  - 4.4. Submit the CHPW claim files via their browser-based SFTP site.
    - 4.4.1. CHPWB
    - 4.4.2. CHPWF
  - 4.5. Log the submitted files in the Submission Log.
  - 4.6. Download ACK files from /PROD/HIPAA\_Ack folder and check for successful import
5. Certification of Batches:
  - 5.1. Ensure that above processes as well as GCBH BH-ASO procedures for data importing and integrity validation has occurred.
  - 5.2. Attestations:
    - 5.2.1. HCA – Supplemental Data batches:
      - 5.2.1.1. On a daily basis when supplemental data is submitted to HCA, complete a HCA attestation form in the HCA template for that day, per HCA Contract section 7.8.4 and have the GCBH BH-ASO Chief Financial Officer, Co-

Director, or their delegate sign and date. Email to HCA at [ENCOUNTERDATA@hca.wa.gov](mailto:ENCOUNTERDATA@hca.wa.gov).

**Greater Columbia Behavioral Health BH-ASO Daily Batch File Submission of Behavioral Health Supplemental Data**

To the best of my knowledge, information and belief as of the date indicated, I certify that the behavioral health supplemental data and the corresponding financial summary, or other required data, reported by **GCBH BH-ASO** to the state of Washington in the submission is accurate, complete, truthful and is in accordance with 42 CFR § 438.606 and the current Behavioral Health-Administrative Services Organization (BH-ASO) Contract in effect.

Below is a summary of the file names and record counts:

Batch File Name	Date Submitted (MM/DD/YYYY)	Number of Records	Status of Submission (Rejected or Accepted)
<b>Total Number of Records and Files:</b>			

Organization Name: Greater Columbia Behavioral Health  
Authorized Staff Name: Kelly Nortrom  
Authorized Staff Title: Interim IS Manager  
Telephone Number: (509) 737-2453

- 5.2.1.2. On a monthly basis within the first 5 business days of the month, complete a HCA attestation form in the HCA template for the submission month per HCA Contract section 7.8.4 and have the GCBH BH-ASO Chief Financial Officer, Co-Director or their delegate, sign and date. Email to HCA at [ENCOUNTERDATA@hca.wa.gov](mailto:ENCOUNTERDATA@hca.wa.gov).

**Greater Columbia Behavioral Health BH-ASO Monthly Batch File Submission of Behavioral Health Supplemental Data**

To the best of my knowledge, information and belief as of the date indicated, I certify that the behavioral health supplemental data and the corresponding financial summary, or other required data, reported by **GCBH BH-ASO** to the state of Washington in the submission is accurate, complete, truthful and is in accordance with 42 CFR § 438.606 and the current Behavioral Health-Administrative Services Organization (BH-ASO) Contract in effect.

Below is a summary of the file names and record counts:

Batch File Name	Date Submitted (MM/DD/YYYY)	Number of Records	Status of Submission (Rejected or Accepted)
<b>Total Number of Records and Files:</b>			

Organization Name: Greater Columbia Behavioral Health  
Authorized Staff Name: Kelly Nortrom  
Authorized Staff Title: Interim IS Manager  
Telephone Number: (509) 737-2453

**5.2.2. HCA – Encounter Data batches:**

- 5.2.2.1. On a monthly basis, create a HCA attestation form with complete batch information for the month per HCA Contract section 7.10.4 and have the GCBH BH-ASO Chief Financial Officer or Co-Director sign and date. Email to HCA.

**5.2.3. CHPW and Molina: After each submission to that MCO, send an attestation email to CHPW and Molina.**

- 5.2.3.1. CHPW: To the best of my knowledge, information and belief as of the date indicated, I certify that the encounter data and the corresponding financial summary, or other required data, reported by [Community Health Plan of Washington] to the State of Washington in the submission is accurate, complete, truthful and is in accordance with 42 CFR 438.606 and the current Managed Care/HH Lead Entity/BHO/BH-ASO/ASO contract in effect.

File Name	Date Submitted (MM/DD/YYYY)	Number of Encounters	Number of Encounter Records

- 5.2.2.2. Molina: To the best of my knowledge, information and belief as of the date indicated, I certify that the encounter data and the corresponding financial summary, or other required data, reported by **GCBH BH-ASO** to Molina Healthcare, Inc. in the submission is accurate, complete, truthful and is in

accordance with 42 CFR 438.606 and the current Managed Care/BHO/QHH lead entity Contract in effect.

Below is a summary of the file names and counts:

File/Batch Name	Date Submitted (MM/DD/YYYY)	Number of Encounters	Number of Encounter Records/Lines	File Reject [R] Partial File [P] Accepted File [A]
Total Number of Encounters, Encounter Records/Lines, and Files:				

Organization Name: GCBH BH-ASO

Authorized Staff Name:

Authorized Staff Title:

Telephone Number:

5.3. Check for and download Error reports and 835 from HCA, ProviderOne, and the MCOs weekly. Reports and 835s are imported into Raintree.

5.3.1. To do this in Raintree, go to Utilities, then Remittance Posting.

5.3.2. When prompted, select MAIN, then Remittance Posting.

5.3.3. Update the path to where you wish to process the 835s. Click on the “Refresh file view” button if needed. Select the file or files to import, Click on the “Import Selected” button at the bottom of the screen.

Remittance Posting - Station MAIN - Default Remit

Upload Remittance Files Remittance Posting Posted Files

Refresh File View Directory From Where to Pull: O:\IS\Molina\835s\\*.txt

Allow wildcards Move files to "uploaded" subdirectory after upload

File Name	BatchID	File Name	Date	Mode	Check Date	Payor
PWA21079003028_WA_C21042192000005_DIRECT...	12	PWA21079003103_WA_C21042192000005_DIRECT_5238_202106...	20210610	MANUAL	20210608	MOLINA HEALTHCARE OF WA
PWA21079003103_WA_C21042192000005_DIRECT...	11	PWA21079003028_WA_C21042192000005_DIRECT_5238_202105...	20210602	MANUAL	20210525	MOLINA HEALTHCARE OF WA
PWA21232086607_WA_C21232183400009_DIRECT...	10	Hipea.211260301.211260301.05142021100303402.835.O.out	20210514	MANUAL	20210514	WA State DSHS
	9	GtColBehav_WA00EncCald_837P_20210409_1.835.bd	20210423	MANUAL	20210410	ANTHEM INC
	8	GtColBehav_WA00EncCald_837P_20210205_1.835.bd	20210412	MANUAL	20210207	ANTHEM INC
	7	GtColBehav_WA00EncCald_837P_20210114_1.835.bd	20210412	MANUAL	20210206	ANTHEM INC
	6	GtColBehav_WA00EncCald_837P_20201231_1.835.bd	20210412	MANUAL	20210101	ANTHEM INC
	5	GtColBehav_WA00EncCald_837P_20201224_1.835.bd	20210412	MANUAL	20210101	ANTHEM INC
	4	GtColBehav_WA00EncCald_837P_20201030_1.835.bd	20210412	MANUAL	20201031	ANTHEM INC
	3	GtColBehav_WA00EncCald_837P_20201019_1.835.bd	20210412	MANUAL	20201021	ANTHEM INC
	2	GtColBehav_WA00EncCald_837P_20201006_1.835.bd	20210412	MANUAL	20201006	ANTHEM INC
	1	GtColBehav_WA00EncCald_837P_20210308_1.835.bd	20210412	MANUAL	20210310	ANTHEM INC

5.4. Correct any errors GCBH BH-ASO is responsible for within 30 days. Providers' errors are automatically passed on to them on the ASO Error Detail Report for them to correct within 30 days.

APPROVAL

Sindi Saunders  
Karen Richardson or Sindi Saunders, Co-Directors

7/11/2022  
Date