HRSA

Health Resources & Services Administration

HRSA COVID-19 Uninsured Program

Claims Smart Edits:
Frequently Asked Questions (FAQs)

Overview

The HRSA COVID-19 Uninsured Program is using a unique version of Smart Edits, which is an EDI capability that detects electronic claims with potential errors.

When a claim is submitted with a potential error, Smart Edits:

- Sends a message back to the submitting health care professional to explain why the claim was rejected.

- Provides direction on how to resolve as part of the X12 277CA claim level response.

Smart Edits are sent within 24 hours of a claim submission, so you can quickly correct the claim as needed.

We have established this process to help you catch claims billing errors and correct them because all claims submitted will be complete and final. Interim bills, corrected claims, late charges, voided claim transactions and appeals will not be accepted.

What You Need to Do

- Repaired claims should be sent with the original frequency code of 1, not with a replacement or voided claim indicator of 7 or 8.

- The submitting health care professional is responsible for working their 277CA and resolving rejections as applicable to avoid denials.

We hope that the following will help further explain how Smart Edits function and how they affect your claims submission. For more information, visit **COVIDUninsuredClaim.linkhealth.com**.

Key points

Smart Edits is a claims optimization tool to help you catch claims billing errors and correct them.

- When a claim is received and a potential billing error is detected, a Smart Edits message is sent within 24 hours.

- The Smart Edits message will explain why the claim was rejected and provides direction on how to resolve and resubmit via the 277CA clearinghouse rejection report.

Advantages of Smart Edits include:

- Easy-to-read alerts using your existing clearinghouse or practice management system

- No special software to download or contracts to sign

Frequently Asked Questions

Why is Smart Edits being used?

The HRSA COVID-19 Uninsured Program is using this process to help you catch claims billing errors and correct them because all claims submitted will be complete and final. Interim bills, corrected claims, late charges, voided claim transactions and appeals will not be accepted.

Do I need any special software?

No. You don't need any special software. Smart Edits is delivered using the industry standard 277CA clearinghouse rejection report. The messages are typically mapped from your software vendor so that edit messages appear on the same claim status reports you receive for HIPAA edits. You can always find Smart Edits messages on your raw EDI transaction data.

If I received multiple reasons in a Smart Edits message that a claim contains errors and I only correct one of them, what happens?

One claim can result in multiple Smart Edits. In this case, the claim will be rejected once but with multiple edits. If you have two Smart Edits on one claim, they will both be viewable on your 277CA clearinghouse rejection report. If you correct only one, the claim will be rejected again when you resubmit because you didn't address the second edit. If you don't address both edits within the claim, your claim will be rejected a second time. Please be aware that timely filing doesn't reset on claims returned multiple times.

What types of Smart Edits messages can I expect to see?

There are two types of Smart Edits: Reject Edits and Informational Banners.

- **Reject Edits**
  A Reject Edit is sent when the claim in question was rejected for missing or invalid information. The Reject Edit could include a message about clinical code combinations using industry sourced guidelines.

  Example: "REJECT (uELIG) The temporary member ID for the HRSA COVID Uninsured Program is inactive for the date of service. Review information related to this temporary member ID by visiting the program portal at COVIDUninsuredClaim.linkhealth.com/registration."

- **Informational Banners**
  An Informational Banner is exhibited on all claims receiving Smart Edits. The intent of the informational banner is to provide resources for further information on Smart Edits and the associated polices at a claim level.

  Example: "Please visit COVIDUninsuredClaim.linkhealth.com for additional information. Repaired claims should be sent with the original frequency code of 1, not with a replacement or voided claim indicator of 7 or 8."

How much information is included in a Smart Edits message?

Smart Edits messages may be up to 264 characters in length. They communicate the specific problem that triggered the edit and suggest an action to fix the problem.

How will I know whether my claim was accepted or rejected?

Use your 277CA clearinghouse rejection report to determine whether a claim was accepted or rejected.

How will Smart Edits affect timely filing if I see an increase of rejections for claims I submit?

Timely filing rules will apply, regardless of any front-end editing. Claims must pass Smart Edits requirements before they're accepted, and timely filing doesn't reset or pause if claims are rejected. This is the same process that occurs today with HIPAA edits. Please review your electronic claim submission reports to prevent timely filing denials resulting from unaddressed claims.

Where can I get additional information about Smart Edits messages?

To see the list of active Smart Edits messages, go to **COVIDUninsuredClaim.linkhealth.com**.

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