

Process Update – June 19th, 2024

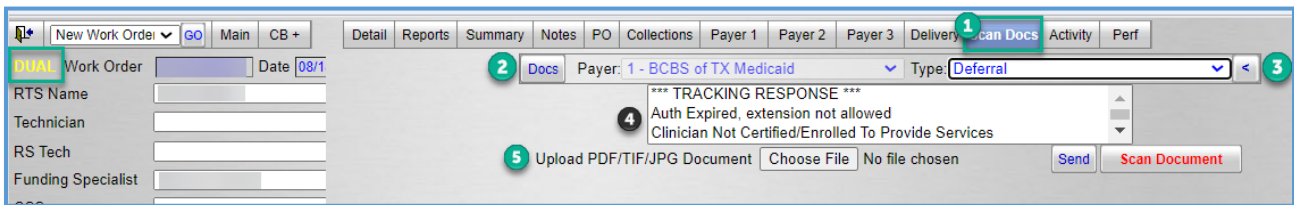
[Payer Decision Email Inbox](#)

Situation: In some cases, payers will send their decisions (approvals, denials, and deferrals) directly to our corporate lockbox or directly to a branch via fax, email, or mail. These documents are uploaded into a work order by an NSM team member but are not immediately processed. Under the current procedures, AGS or the NSM Funding Specialist will identify and process those decisions once the order populates back into their queue.

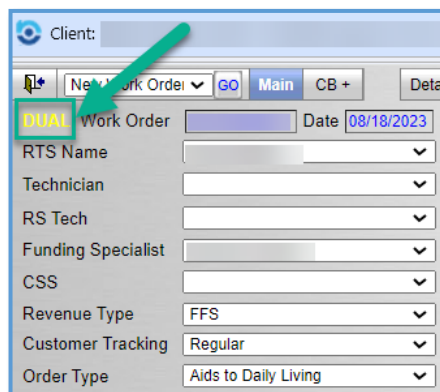
Purpose: We have created a [Payer Decision Email inbox](#) to provide an avenue for our branch teams to immediately send all received payer approvals, denials, and deferrals on “Dual” orders to our Centralized Funding Team. This inbox will also be used for our payer and corporate teams to send ADMC and/or other payer decisions to, regardless of “Dual” order status. This will allow these documents to be processed quickly. Dual orders are orders that do not have a restricted payer that cannot be worked by AGS. Dual or NSM order status is indicated in text on the top, left hand screen of the Main page of a work order.

[Branch Team Process:](#)

1. Upload the payer approval, denial and/or deferral received into the workorder using the correct title.
 - a. **Approvals-** Select the corresponding payer, then title as **Authorization Form**.
 - b. **Denials Insurance-** Select the corresponding payer, then title as **Denial-Insurance**.
 - c. **Deferral-** Select the corresponding payer, then title **Deferral**. The most appropriate deferral reason(s) must also be selected.



2. Validate that the payer decision is for a “Dual” work order. If yes, proceed to step 3. If no and the order is a NSM order, no further action is required.



3. Once uploaded, from the **Scan Docs** tab, Select **E-mail/Fax Docs**.
 - a. Send to: payerdecisions@nsm-seating.com
 - b. In the subject line list: **Workorder #, Payer Name** (for the decision and as listed in work order)
 - c. Select the button to Include **WO Number/Client Name/Link to WO**
 - d. Select the payer decision document to be sent from the attachment list
 - e. Note: only include **one** payer decision per email

The screenshot shows a web browser window titled 'Fax / E-mail Scanned Documents - Google Chrome'. The address bar shows the URL 'rehabadvisor/MainApp/_wo_review/wo_scandocs_email_setup.cfm?woid=076-3608...'. The interface has several tabs: 'ports', 'Summary', 'Notes', 'PO', 'Collections', 'Payer 1', 'Payer 2', 'Payer 3', 'Delivery', 'Scan Docs', 'Activity', and 'Perf'. Below these are buttons for 'Merge Docs', 'Scan & Doc Uploads', 'Import Docs', 'E-mail / Fax Docs', and 'Sign Documents'. The 'E-mail / Fax Docs' button is highlighted with a red box. The main form area has tabs for 'Phys Fax', 'Facility Fax', and 'Therapist Email'. The 'NSM Emails' dropdown is set to 'SELECT EMAIL ADDRESS'. The 'Send To' field is 'payerdecisions@nsm-seating.com'. The 'Subject' field is '123-45678910 Cgs Medicare C Cigna Government Services'. There are checkboxes for 'HIGH Importance', 'Add Signature', and 'Don't Use NSM Fax Cover Sheet'. The 'Include WO Number / Client Name / Link to WO' checkbox is checked. The message body contains the text 'Please see the attached Authorization for processing. Thank you!'. The attachment list shows several files: 'ATP Certification [66 kb]', 'atp evaluation [483 kb]', 'Auth pending_P1 [140 kb]', 'Authorization Form_P1 [94 kb]', and 'Eligibility_P1_2/14/2024 7:16:44 AM_C [95 kb]'. The 'Authorization Form_P1' file is selected. Below the attachment list, it says 'Selected Attachment Total: 94 KB of 35 MB Limit'. A 'Send' button is at the bottom.

4. Once the document has been uploaded in the workorder, the document then needs to be emailed to payerdecisions@nsm-seating.com.

Corporate/Payer Team Process:

1. At times our Corporate or Payer Teams may receive payer decisions via fax or our lockbox such as an ADMC decision or other faxed correspondence. In these instances only, it is not required for the documentation to be uploaded into the work order prior to sending. This process may be followed regardless of NSM or Dual order status.
2. Once the payer decision has been received, it may be directly emailed to payerdecisions@nsm-seating.com.

Centralized Payer Decision Team Inbox Process:

1. The assigned team member will review and take action in the workorder for the decisions received in the email inbox routinely within 48 business hours.
2. The Centralized Funding Leadership team will monitor the inbox to ensure emails are being received and worked appropriately.
3. The Centralized Funding Leadership team will provide feedback on any issues/errors received.