#	Issue	Origin	Area	Priority Level H,M,L	Week Opened	Action Item	Target Date	Resp	Resolution	Status
1.	Is there to be a COB Adjustment Queue?	Evangeline	Doc	L	5/7/01	Equivalent to COB Recovery Queue for unfinalized claims. When EOB/EOMB comes in on an individual, vertexed under Correspondence DocType, research member history for other claims that were denied for EOMB. Send an ISF to Claims Medicare Adjuster. What about Dyal's letters? Winscan or ICP? 5/16 – April to check with Dyal as to where EOMBs are send. COB may need to winscan and work these. Need Correspondence Guidelines April to send to Molly on 5/18. 7/9 – April to confirm with Dyal whether EOMBs for certain providers should not be scanned, sent directly to Alice Wachira.	5/18/01	April, Dyal	7/25 –No, a queue is not needed. Control room will sort and forward the appropriate EOMBs, EOBs to the warehouse. Only scan and process EOMBs, EOBs that come in with a clean claim or letter when provider sends back with notification for a denied claim. If claim w/EOMB, EOB comes in that has no COB flag, forward to OPL&R to add to the TPL module.	Closed
2.	What is Hold Reason to send unclean claims back to Mailroom for rejection?	Evangeline	Doc	L	5/7/01	What should processor do when they see Hold Dummy code? Need processing guidelines for each one, route to Denial queue April to review with Lucy, will report to group April – to talk with Lucy – to get guidelines by 5/18,	6/6/01	April, Lucy	No Denial Queue will be set up. Processor will reject in Diamond the specific code –	Closed

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						need documentation for what to do with Dummy codes. 5/29 – Get denial reasons for each dummy code from Lucy. April will mark up list from Molly. 6/18 – April to get dummy code guidelines from Lucy.				
3.	Winscanner @ Regional for SIU, CRU, COB? Not everyone can use the MS Appeals scanner.	Chris/eh	BPR	M	4/23/01	Mary to identify volume of Appeals scanner. Chris to follow-up with other departments, anticipated use.	5/16/01	Mary, Chris	2 winscanners at Regional. Only really use one of the scanners.	Closed
4.	NoteType – need to configure in Diamond	Chris	BPR		4/23/01	Working with Config Can do generic or train them to use the specific notetype.	5/16/01	Chris	Use one universal notetype (AAA) Will be put in Model Office first by next week.	Closed
5.	Notation Guidelines – need to define.	April	Doc	M	4/29/01		5/11/01	April	Agoss/Claims Reminder to be professional/legal document	Closed
6.	ISFs for the Claims Department – when to use in what situation?		BPR	H	4/29/01	5/29 – April to re-schedule with Nkem this week. Need to thoroughly test in UAT. 6/18 – Evangeline looking into the use of HSREV 7/2 – April/Mary to request config changes for HSREV.	6/6/01	Chris	Chris is updating the ActionGram Routing guidelines for ISFs. Need to develop permanent process for updates.	Open
7.	Review of Entrendex system documentation	Molly	Doc	H	4/30/01	Mary now to sign-off Will discuss by 5/18	4/3/01 5/18/01	Mary	5/23 – Doc team received Mary's edits.	Closed
8.	Vertexing Guidelines –	Molly	Doc	H	5/7/01	NE System Testers to send Vertexing Guidelines doc to Tashia.	5/18/01	April, Renee, Mary	7/10 – Vertexing help topics will be hypertext screen shots of the vertexing templates for UBs and HCFAs. Dental and Correspondence templates will	Closed

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						April and Renee to decide whether each DocType requires guidelines and what they are. 5/23 – Doc team received Mary's edits. 6/18 – Molly to work with Renee on this (need to incorporate more business information). 7/10 – Molly will work with LaTonya on this to get the field by field vertexing guidelines.			have "regular" help topics.	
9.	Viewing Offline images	Molly	Doc	L	5/7/01	Mary to ask Jim	5/7/01	Mary	5 year storage on jukebox	Closed
10.	Outstanding Identified MACESS topics	Molly	Doc	L	5/7/01	Nkem is working on Dental, Vertexing, and Special TINS. Need Supervisor/project input on Employee Claims, Hot Claims, HDMPA, and Triage. 5/29 – April to re-schedule with Nkem this week. 6/19 – April to check with Veda on what should be in the Special TIN queue	6/6/01	April	WHC – Physicians is sep from WHC.	Open
11.	RCA errors	Molly/eh	Doc	H	5/7/01	Per Lucy – cannot document until errors are seen in production. Need to bring Deb Bailey up to speed on RCA functionality. Need to determine priority of RCA errors within Doclo1 and how to work MNF errors	5/23/01		RCA errors that cannot be fixed – note the screen, mark for deletion, print the image from RCA, send to claims to be manually entered in Diamond and back-end scanned. Outstanding RCA errors will be documented on an ongoing basis.	Closed

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						that end up in the Claims queue. 5/16 –Mary to talk to Chris Taylor about the programming. Lucy to work on procedures for outstanding errors. (next week?) 5/22 – Lucy is waiting for Eu Jin to define EMCL003 and EMCL004 Lucy on vacation until 6/5 6/13 – zLucy still waiting to hear from EuJin. 6/25 – Lucy and April to work on RCA Processing Guidelines. 7/10 – Evangeline to sit with Lucy this week.				
12.	Claims Triage – DM wants to send claims/ISFs directly to Config. Only option is HDTRG to send back to Claims Triage Q.	Evangeline	Doc	M	5/7/01		5/11/01	April	DM e-mails or voicemail Config like current process.	Closed
13.	Change Header functionality for DM – request for a macro to "Tab thru all detail lines" for DM analyst.	Evangeline	BPR	M	5/7/01	Chris to talk with Ruchi – development of macro? Ruchi does not need to involve Peter. Need to test, change header, save, route back to claims, have claims tab thur for pricing	6/5/01	UAT	Per MG – Change Header will automatically re-adjudicate. Need to verify in UAT.	Closed
14.	Identify what ALCNT codes	Evangeline	Doc	M	5/7/01	Angela to follow-up with	5/16/01	Angela	Shouldn't be routed to DM.	Closed

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	are OK to go thru Diamond for Claims Triage processor					Sanjay Mathur.			Angela to get this info out to the claims floor. 5/21 – Angela will e-mail Sanjay.	
15.	Does Claims Triage Analyst have access to Provider module in Diamond?	Evangeline	Doc	L	4/30/01	April to investigate.	5/16/01	April	Triage does not have access. April to request security access from Robert Parrish.	Closed
16.	ISF for Quality? Does this need to be documented?	Evangeline	Doc		5/7/01	Chris to contact Angela. Contact will be James B. 5/29 – draft sent to Angela.	5/16/01	Chris		Closed
17.	Queues needed for Reston and Arlington Hospitals?	Glenn	BPR		5/7/01		5/11/01	April	Per April – new queue not needed. Continue with desk-level, index appropriately.	Closed
18.	Use of ISFs for UM – DM sees this as an advantage (request to add new consultants)	Marcus	BPR		4/30/01	April to meet with PSC to communicate the effects of MACESS. 5/29 – Meeting with Ce Ce to be scheduled 6/6 – Chris and Deb to work on ISF development.	5/11/01	Chris	ISFs not to be used for PSC. CM and HSM are not on MACESS 6/6 – ISFs to be used for the PSC. 6/20 – will only use for replies.	Closed
19.	Process for Hot Claims?	Evangeline	Doc	L	5/14/01	Asking Chris Cholakis. April to go thru MA chart of claims to differentiate what is informational and what needs to be routed. Will identify specific scenarios for info	5/23/01	April	Member Services – sends CSF to MA Claims – if cannot process claim, route to HMEM1. (in case these make it thru RCA). If the claim can be adjudicated, but need to change the demographics – send an ISF as informational (address)	Closed
20.	Does the PSC still send to MNF?	Evangeline	Doc	L	5/14/01	Marcus to follow-up with Ilene	5/23/01	Marcus	[Ilene A. quote] No. If we ever got a claim (happens rarely) for a non-Kaiser member we just send it back to DENY. If it's a newborn who is not on the Kaiser parent's policy, we'd just deny that too if we can't find the baby in our system. My understanding is that we won't even see these w/MACESS.	Closed
21.	Go Live Celebration				5/14/01	5/29 –Mary to contact	6/8/01	Mary	1. – Pre-Go Live (Flyers – James Davis) – Draft	Open

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						Allison to research other celebration ideas.			2. User Group Meeting (tentatively 6/26, 27) 3. Go Live Celebration (Anita to work on Go Live Packet – due July 2 to send to Mary for review) – 6/20 – received from Anita. Will discuss updates with team on 7/20 (MG &EH) 4. Go Live Packet will be finalized on 8/3 (EH) 5. User Group 2 for 8/9 from 2–4 5. Post Go–Live Lessons Learned – postmortem	
22.	Floor Support Plan			H	5/14/01	6/6 – Mary to research MS Go Live plans 6/13 – Chris and Mary to draft detailed plan for next week. 7/20 – Go Live Meeting	6/15/01	Chris		Closed
23.	Pharmacy claims – do we need to send ISFs to Accounts Payable?	Evangeline	BPR	L	5/21/01	6/18 – April to look into how to identify these pharmacy claims.	6/1/01	April	7/25 – Setting up a Pharmacy Queue. For pharmacy claims that go to AP, route to this queue. Need hold code from config.	Closed
24.	Can MACESS reporting be used for QCT audits?	Evangeline	BPR	M	5/21/01		5/23/01	Mary	MACESS Reporting will support QCT auditing need. See Mary's email.	Closed
25.	NYLCARE and AMR – what NC reason to use when this makes it thru to a processor? Should there be one generic one for all of these situations? What if a letter is needed?	Glenn	Doc	M	5/22/01	NC Reason in Diamond, send paper claim to entity. If you get the claim with the wrong member – should be routed automatically the next download. 5/29 – Glenn to research wording for JHHC, April to request Config support for two new NC codes.	6/6/01	April	Need Hold code for AMR, (Pratt replacement), AMR. Processor will deny and send ICP letter. Print out copy of claim also. Use existing denial codes for JHHC, Magellan.	Closed
26.	CRU ISF – still in development?	Marcus	Doc	M	5/23/01		6/1/01	Chris	Per Chris – Finalized.	Closed
27.	Vertex Help – Assistance from MACESS Account Reps	Molly	Doc	H	4/15/01	5/23, 5/29 – Deb following up with Sharon again.	6/1/01	Deb	Jim and Deb identified a resolution. Contacting MACESS to see if we can update the registry key on the server.	Open

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									7/10 – Per MACESS tech support, need to program ActiveX to launch help file. Will discuss with Craig Duncan on 7/26.	
28.	MD Clean Claims	Angela	BPR	H	5/30/01	What will be the rejection process for these two new NC codes?	6/6/01	April	6/13 – NC reason codes rescinded.	Closed
29.	MRNs not in Diamond at Vertexing	Mary	BPR	H	5/31/01	No longer use dummy MRN at vertexing. Do we need to re-evaluate the process for other dummy codes?	6/6/01	April/Mary	6/13 – Issue only applies to MRN.	Closed
30.	Procedure for pending to desk for research via Supervisor?	Mary	Doc	M	6/6/01	6/18 – Evangeline researching HSREV with Sheila. Mike & Molly to work in tandem on this during UAT.	6/27/01	Mary	Requesting config description change for HSREV. Only 140 INCLM claims have this hold code attached, the latest 3/21/01.	Closed
31.	Change MRN in Diamond – LOB changes and vertexed under a different MRN in I-MAX.	Mary	Doc	L	6/13/01	Mary to send to Molly. If MRN is changed in Diamond, Adjusters need to send informational ISF Deb to move claim from one MRN folder to another.	6/20/01	Mary	Send informational ISF to Macess Admin to move the image from one folder to another and to delete the image from the original folder.	Closed
32.	Merge claims in MACESS? This functionality does not exist in MACESS. You can append one image to another (still need to adjust the two claims in Diamond). Currently, these scenarios end up in the Research Queue, which is going away with MACESS.	Mary	Doc	L	6/19/01	6/19 – April – to talk to the Control Room to identify scenarios, why they attach/merge claims. Supporting doc to claim or claim to claim? Mike – test in UAT Molly – send Mom&Baby Claims topic to Renee and April to review	6/27/01	Team	7/12 – updates to Mom&Baby topic complete.	Closed
33.	Foreign claims currency exchange form – back-end	Evangeline	BPR	M	6/19/01		6/20/01	April	Form to be winscanned.	Closed

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	scan?									
34.	OCR Sorting Guidelines	Mary	Doc	L	6/19/01	6/19 – Molly to check Website, April to get info from Colorado.	6/27/01	April, Molly	Not much info on OCR sorting from website. 7/25 – Not Going Live with OCR.	Open
35.	Back–end scan cover form	Mary	BPR	M	6/19/01	Mary to get one from NE	6/20/01	Mary		Closed
36.	MACESS Reports	Molly	Doc	M	6/19/01	Need to schedule meeting	6/20/01	April		Closed
37.	Pink sheet vs. ISF? Informational forincorrect vertexing.	Mary	BPR	L	6/20/01			April	Use a "pink sheet" – to include Date, claim #, processor name, what was vertexed wrong. Include this in the Go Live packet.	Closed
38.	Change Header for DSDM	Evangeline	BPR	H	6/27/01	Need to test scenarios.		Team	Change Header is too complex for DM. Will use current process of notes & routing claim back.	Closed
39.	99 line claims	Evangeline	BPR	L	7/2/01	Reject? Manually enter in Diamond?	7/9/01	April	At mail sort, create 2 claims. (check if 99 line claims are always over 4 pages) At vertexing, reject for over 99 lines.	Closed
40.	Extra fields for UB Risk claims	Evangeline	BPR	L	7/12/01	7/12 – Khudsi identifying what fields on a UB92 or HCFA are not caught in the Vertex templates.	7/20/01	April	7/13 – Per April, these fields do not need to be captured in Diamond .	Closed
41.	Peripheral routing between internal queues, routing between Peripheral departments	Ilene	BPR	H	7/12/01		7/13/01	Team	7/13 – HPSC1 is before HPSC2 in the hold code prioritization list. If a RMA needs to route to a RN queue, they apply the claim hold HPSC1. If a RN needs to route to a RMA queue, the RMA must demand–draw the claim image.	Closed
42.	HDPMA – does this appear on claim hold or on a detail line? How is processor notified?	Evangeline	UAT	M	7/13/01	Need to regression test.		Tashia	HDMPA will not be in a sep. queue. Processors need to identify this hold in the Hold reason Display listing and update the address.	Closed