State & Local Government Solutions

Medicaid Information Technology System (MITS)

TPL Nuts and Bolts Participant Guide

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Course Overview

Overview

The Third Party Liability (TPL) function provides capabilities to manage the private health, and other third party resources of Medicaid consumers to ensure that Medicaid is the payer of last resort. This function works with a combination of cost avoidance (claim denial) and cost recovery (post-payment billing to insurers).

The information maintained by the Ohio MITS TPL function includes:

- Consumer TPL resource data
- Insurance company data
- Post-payment recovery tracking data

TPL coverage type and threshold information are used by the Claims Processing function during claims adjudication.

The primary objectives of the Ohio MITS TPL function are to:

- Identify third party resources available to Medicaid consumers.
- Avoid paying for claims with potential third party coverage.
- Recover funds from third parties when TPL resources are identified retroactively or for mandated "pay-and-chase" payments.
- Recover funds on Medicaid paid claims when it is discovered that other entities are liable.
- Meet federal and state TPL reporting requirements.

Objectives

After completing this course you should be able to:

- Search for, add, update, cross-reference, and delete an absent parent record
- Open and update an estate recovery case
- Request a report for the Attorney General's office
- Close an estate recovery case
- Add Long Term Care Partnership Program coverage
- Terminate policy coverage

Prerequisites

Before taking this course, you must complete the following courses:

- Introduction to MITS
- Introduction to TPL
- Online Reports & Letters

Agenda

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Searching for an Absent Parent Record

Overview

What

In this topic you learn how to locate an absent parent record.

Who

OHP staff

When

You perform this task when you need to view absent parent information or when you receive a request to update the absent parent information.

How To

Follow these steps from the Ohio MITS home page to search for an absent parent record:

Step	Action
1	Click **TPL**.
2	Click **related data**.
3	Click **Other**.
4	Click **Absent Parent**.
5	Type information in the appropriate field(s) to narrow your search.
6	Click **search**.

Success

You have successfully completed this task when an absent parent record displays.

Practice

Practice: Searching for an absent parent record using this information:

- Absent Parent Last Name: See learner list below

Absent Parent Last Name by Learner Number:

- Learner 1: Zenia, Zed
- Learner 2: York, Susan
- Learner 3: Washburn, Gary
- Learner 4: Guild, Sara
- Learner 5: Taylor, Ted
- Learner 6: Fender, Farrah
- Learner 7: Gibson, Greg
- Learner 8: Ibanez, Ida
- Learner 9: Takamini, Tracy
- Learner 10: Epiphone, Ed

Summary

In this topic you learned how to search for an absent parent record.

Adding an Absent Parent Record

Overview

What

In this topic, you learn how to create a record to contain absent parent information.

Who

OHP staff

When

You perform this task when you receive a request to add the absent parent information.

Relevance

You perform this task in order to ensure that the absent parent information is accurate.

Requirements

To complete the task, you must have:

- Appropriate system permissions
- The absent parent's first and last name

How To

Follow these steps from the MITS home page to add an absent parent record:

Step	Action
1	Click **TPL**.
2	Click **related data**.
3	Click **Other**.
4	Click **Absent Parent**.
5	Click **add**.

6	Type your information or make a selection from the drop-down lists in the required fields.
7	Click **save**.

Success

You have successfully completed this task when the following occurs:

- A confirmation message displays.
- An Absent Parent ID number is assigned.

Next Steps

Once you have received a confirmation message, if you know the employer, you would then cross-reference the absent parent record with an employer record.

Practice

Add an absent parent record using this information:

- Absent Parent Last Name: See learner list below
- Absent Parent First Name = Sam
- Gender = M

Absent Parent Last Name by Learner Number: Choose from this list using your learner number:

- Learner 1: Adams
- Learner 1: Budson
- Learner 3: Cutter
- Learner 4: Dickson
- Learner 5: Ellery
- Learner 6: Frederick
- Learner 7: Grant
- Learner 8: Hall
- Learner 9: Indigo
- Learner 10: Jamison

When you are done, make a note of the Absent Parent ID for use in the next practice. Also, search for the record you created to verify the new record.

Summary

In this topic you learned how to add an absent parent record.

Updating an Absent Parent Record

Overview

What

In this topic you learn how to update an absent parent record.

Who

OHP staff

When

You perform this task when you receive a request to update the absent parent information.

Relevance

You perform this task in order to ensure that the absent parent information is accurate.

Requirements

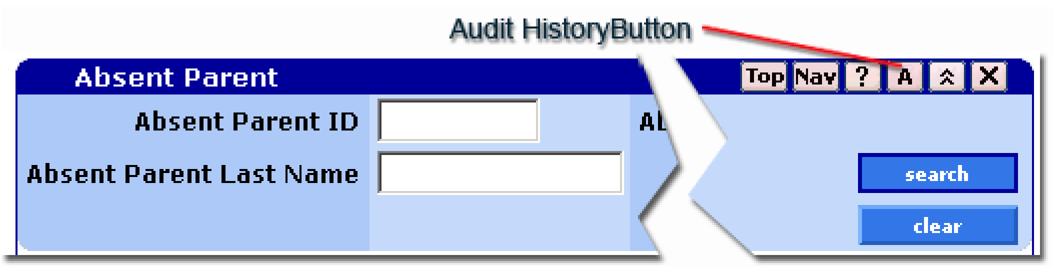
To complete the task, you must have:

- Appropriate system permissions
- The absent parent's first and last name or the Absent Parent ID number

How To

Follow these steps from the MITS home page to update an absent parent record:

Step	Action
1	Click **TPL**.
2	Click **related data**.
3	Click **Other**.
4	Click **Absent Parent**.
5	Locate the absent parent record that you want to update.

6	To locate the absent parent record, follow these steps: a. Type information in the appropriate field(s) to narrow your search. b. Click **search**. c. Scroll through the search results to locate the absent parent record. d. Click the entry for the absent parent record.
7	To update the required fields: a) In the **Absent Parent Last Name** field, type the Absent Parent Last Name. b) In the **Absent Parent First Name** field, type the Absent Parent First Name. **Note:** * An asterisk denotes the required fields, **Absent Parent Last Name** and **Absent Parent First Name**.
8	Update the information in the appropriate optional fields as necessary.
9	Click **save**.
10	To view the history of the absent parent record, click the **A** button in the upper right side of the **Absent Parent Maintenance** menu. 

Success

You have successfully completed this task when a confirmation message displays.

Practice

Practice: Update an absent parent record using this information:

- Absent Parent Last Name: See learner list below
- Update: Absent Parent Date of Birth = 06/01/1975

Absent Parent Last Name by Learner Number: Choose from this list using your learner number :

- Learner 1: Adams
- Learner 2: Budson
- Learner 3: Cutter
- Learner 4: Dickson
- Learner 5: Ellery
- Learner 6: Frederick
- Learner 7: Grant

- Learner 8: Hall
- Learner 9: Indigo
- Learner 10: Jamison

When you are done, confirm the update by viewing the record.

Summary

In this topic you learned how to update an absent parent record.

Cross Referencing an Absent Parent with Employer Record

Overview

What

In this topic you learn how to create a cross-reference to link an absent parent record to an employer record.

Who

OHP staff

When

You perform this task when you want to cross-reference an absent parent to an employer.

Relevance

You perform this task in order to ensure that the absent parent information is accurate.

Requirements

You must have the appropriate system permissions to add a cross-reference to an absent parent record to successfully complete this task.

How To

Follow these steps from the MITS home page to cross-reference an absent parent and employer record:

Step	Action
1	Click **TPL**.
2	Click **related data**.
3	Click **Other**.

4	Click **Absent Parent**.
5	To find the Absent Parent record, perform the following steps: a. Type information in the appropriate field(s) to narrow your search. b. Click **search**. c. Scroll through the search results to locate the absent parent record. d. Click the entry for the absent parent record.
6	Click the **employer xref** button in the lower right corner of the panel.
7	Click the **add** button in the **-Absent Parent to Employer Xref** panel.
8	To find and insert the **Employer Number**, perform the following steps: a. Click **[Search]** adjacent to the **Employer Number** field. b. Type the Business Name in the Business Name field. c. Click **search**. d. Scroll through the search results to locate the employer. e. Click the entry for the employer. **Note:** The Employer record must have an **Address 1** or the cross-reference record will not save. **Note:** You must use the search feature to insert the Employer Number into the **Employer Number** field. (You cannot type the Employer Number into the field.)
9	Click **save**.

Success

You have successfully completed this task when a confirmation message displays.

Practice

Practice: Cross-reference an absent parent and employer record using this information:

- Absent Parent Last Name: See learner list below
- Update: Business Name = Disney
- Employer Number = 7591659
- Employer Address1 = 1419 Mandan Road
- Employer City = Presho
- Employer State = Ohio
- Employer Zip = 07507-7577

Absent Parent Last Name by Learner Number: Choose from this list using your learner number:

- Learner 1: Adams
- Learner 2: Budson
- Learner 3: Cutter
- Learner 4: Dickson

- Learner 5: Ellery
- Learner 6: Frederick
- Learner 7: Grant
- Learner 8: Hall
- Learner 9: Indigo
- Learner 10: Jamison

Summary

In this topic you learned how to cross reference an absent parent record with an employer record.

Deleting an Absent Parent Record

Overview

What

In this topic you learn how to remove an absent parent record from MITS.

Who

OHP staff

When

You perform this task when you want to delete an absent parent record.

Relevance

You perform this task in order to ensure that the absent parent information is removed from the system.

Requirements

To complete the task, you must have:

- Appropriate system permissions
- The absent parent's first and last name or the Absent Parent ID number.

How To

Use caution before deleting a record: The delete of an absent parent record does **not** require the typical system step of clicking the **save** button after performing the delete.

Follow these steps from the MITS home page to delete an absent parent record:

Step	Action
1	Click **TPL**.
2	Click **related data**.

3	Click **Other**.
4	Click **Absent Parent**.
5	Type information in the appropriate field(s) to narrow your search.
6	Click **search**.
7	Scroll through the search results to locate the absent parent record.
8	Click the entry for the absent parent record.
9	Click **delete.** **Note:** Use caution before deleting a record: The delete of an absent parent record does **not** require the typical system step of clicking the **save** button after performing the delete. **Note:** You cannot delete a APR that is associated with an employer.
10	In the browser pop-up window, in the **Are you sure this is the row you want to delete?** dialog box, click **OK**.

Success

You have successfully completed this task when you click **OK** to confirm the following message in the browser pop-up window: **Are you sure this is the row you want to delete?**

Note: You will **not** receive a system confirmation message.

Practice

Practice deleting the absent parent record that you created in the prior practice using this information:

- Absent Parent Last Name: See learner list below

Absent Parent Last Name by Learner Number: Choose from this list using your learner number:

- Learner 1: Adams
- Learner 2: Budson
- Learner 3: Cutter
- Learner 4: Dickson
- Learner 5: Ellery
- Learner 6: Frederick
- Learner 7: Grant
- Learner 8: Hall
- Learner 9: Indigo

- Learner 10: Jamison

When you are done, search for the absent parent record to verify the delete.

Summary

In this topic you learned how to delete an absent parent record.

Opening an Estate Recovery Case

Overview

What

In this topic, you learn how to create a new estate recovery case in order to maintain and track cases.

Who

Estate Recovery Identifier

When

You perform this task when the TPL unit discovers that a case needs to be added or updated or when the Attorney General's Office (AGO) notifies you that one of the following situations has occurred:

- A recipient has turned 55 years of age
- A recipient is permanently institutionalized (PI)

Relevance

You perform this task in order to accomplish either of the following:

- Recover money from a Medicaid or General Assistance recipient's estate when the recipient has been admitted to a nursing home
- Initiate a tracking case when an estate is identified as a possible resource to collect a recipient's medical claims or other assistance payments

If you do not open an estate recovery case, the State of Ohio may not be able to recover money from an estate.

Requirements

To perform this task, you must have a report from the AGO listing recipients who are either:

- 55 years of age; or
- Permanently institutionalized (PI)

How To

Follow these steps from the MITS home page to open an estate recovery case:

Step	Action
1	Click **TPL**.
2	Click **case tracking search**.
3	Click **add**.
4	In the Base Information panel, type the Recipient ID in the **Recipient ID** field and click off the field to verify.
5	To find the Recipient ID, perform the following steps: a. Click the **Search** link adjacent to the **Recipient ID** field. b. Type information in the appropriate field(s) to narrow your search. c. Click **Search**. d. Scroll through the search results to locate the recipient. e. Click the appropriate entry for the recipient.
6	Select **ESTATE RECOVERY** from the drop-down list in the **Case Type** field and click off the field to verify.
7	Select **LEAD REVIEW** from the drop-down list in the **Case Status** field.
8	Click **Attorney** in the panel
9	Click **add** in the Attorney Panel
10	Enter **Attorney Number** and click **search**.
11	Click on the name of the attorney in the results row. **Result:** Attorney information is populated in the **Attorney Panel**.
12	Type the contact information in the **Contact** field.
13	Click **save** in the **Case Tracking Maintenance** panel.
14	If you need to add any additional case tracking information, then click the appropriate link(s) for the Case Tracking area(s).

Success

You have successfully completed this task when a confirmation message displays.

Next Steps

The OHP staff person can also submit a request to generate the TPL-0030-R report which is used by the Attorney General's office to locate new cases.

Practice

Open an estate recovery case using this information:

- Recipient ID: See learner list below
- Case Status = Lead Review
- Attorney Number = 101

Recipient ID by Learner Number:

- Learner 1: 480714652078
- Learner 2: 850188222566
- Learner 3: 859650923066
- Learner 4: 859279816966
- Learner 5: 854652706766
- Learner 6: 855772996866
- Learner 7: 901176636371
- Learner 8: 855716269766
- Learner 9: 853679631866
- Learner 10:854560551766

Summary

In this topic you learned how to open an estate recovery case.

Updating an Estate Recovery Case

Overview

What

In this topic you learn how to update an estate recovery case in order to support the tracking and updating of a case.

Who

Estate Recovery Identifier

When

You perform this task when you are notified by the Attorney General's Office (AGO) that you need to update the information for an estate recovery case.

Relevance

You perform this task in order to keep the estate recovery case up-to-date after an estate has been identified as being potentially responsible for the payment of recipients' medical claims and other assistance programs.

If you do not update an estate recovery case, the State of Ohio may not be able to recover money from an estate.

Requirements

You must have a report from the AGO listing new information that needs to be associated with an estate recovery case to successfully complete this task.

How To

Follow these steps from the MITS home page to update an estate recovery case:

Step	Action
1	Click **TPL**.
2	Click **case tracking search**.

3	Select **E – ESTATE RECOVERY** from the drop-down list in the **Case Type** field. • **If** you know the **Recipient ID** number, **then** type the recipient ID number into the **Recipient ID** field to narrow your search results. **Note:** You can complete the known fields to further narrow your search results.
4	Click **search**.
5	Scroll through the search results to locate the case.
6	Click the appropriate entry for the case.
7	Click **Base Information**.
8	Click the appropriate link(s) for the Case Tracking area(s) for which you need to update information.
9	Click **save**.

Success

You have successfully completed this task when a confirmation message displays.

Practice

Practice updating an estate recovery case using this information:

- Recipient ID: See the learner list below
- Case Origin = Trauma Report
- Case Status = Intake

Recipients IDs by Learner Number:

- Learner 1: 480714652078
- Learner 2: 850188222566
- Learner 3: 859650923066
- Learner 4: 859279816966
- Learner 5: 854652706766
- Learner 6: 855772996866
- Learner 7: 901176636371
- Learner 8: 855716269766
- Learner 9: 853679631866
- Learner 10: 854560551766

When you are finished, view the record to verify your update.

Summary

In this topic you learned how to update an estate recovery case.

Requesting a Report for the Attorney General

Overview

What

In this topic you learn how to request an Estate Recovery Recipient Detail Report (TPL-0030-R).

The Case Tracking process in TPL will create and maintain Estate Recovery cases in MITS. It will also interface with the Attorney General’s Office by sending files and creating reports.

The Estate Recovery Recipient Detail report displays paid claim and premium amounts associated with a specified recipient for the purpose of estate recovery.

This report is generated in a batch process.

Who

Estate Recovery Identifier

When

You perform this task when requested by the Attorney General's Office: The request is a report that shows all the claims paid for a particular recipient

Relevance

You perform this task in order to produce a report so that the Attorney General's Office can attempt to recover money.

If you do not send the request to create the report, the Attorney General's Office will not be able to recover any money.

Requirements

You must have a request from the Attorney General's Office to successfully complete this task.

How To

Follow these steps from the MITS home page to request a report for the Attorney General's Office:

Step	Action
1	Click **TPL**.
2	Click **report request**.
3	Click **Estate Recoveries**.
4	Click **add**.
5	Type the **Recipient ID** in the **Recipient ID** field.
6	**If** you want to search for the **Recipient ID** field, **then** perform the following steps: a. Click the **Search** link in the **Recipient ID** field. b. Type information in the appropriate field(s) to narrow your search. c. Click **Search**. d. Scroll through the search results to locate the recipient. e. Click the entry for the recipient.
7	Click **save**.

Success

You have successfully completed this task when a confirmation message displays.

Practice

Request a report for the Attorney General's Office using this information:

- Recipient ID: See the learner list below

Recipient ID by Learner Number:

- Learner 1: 480714652078
- Learner 2: 850188222566
- Learner 3: 859650923066
- Learner 4: 859279816966
- Learner 5: 854652706766
- Learner 6: 855772996866
- Learner 7: 901176636371
- Learner 8: 855716269766
- Learner 9: 853679631866
- Learner 10: 854560551766

Summary

In this topic you learned how to request a report for the Attorney General's Office.

Closing an Estate Recovery Case

Overview

What

In this topic you learn how to update the status of an estate recovery case in order to close the case.

Who

Estate Recovery Identifier

When

You perform this task when the Attorney General's Office notifies you to close a case.

Relevance

You perform this task in order to stop paying claims.

If you do not close a case promptly, the case balance could inadvertently increase.

Requirements

You must have a completed investigation to successfully complete this task.

How To

Follow these steps from the MITS home page to close an estate recovery case:

Step	Action
1	Click **TPL**.
2	Click **case tracking search**.
3	Select **E – ESTATE RECOVERY** from the drop-down list in the **Case Type** field. • **If** you know the **Recipient ID** number, **then** type the recipient ID number into the **Recipient ID** field to narrow your search results.

	Note: You can complete the known fields to further narrow your search results.
4	Click **search**.
5	Scroll through the search results to locate the case.
6	Click the appropriate entry for the case.
7	Click **Base Information**.
8	Select the appropriate status for closing the case from the drop-down list in the **Case Status** field.
9	Type a date in the **Review/Closed Date** field.
10	Click **save**.

Success

You have successfully completed this task when a confirmation message displays.

Practice

Practice closing an estate recovery case using this information:

- Recipient ID: See learner list below
- Case Status = Closed Full Amount
- Review/Closed Date = Today's Date

Recipient ID by Learner Number:

- Learner 1: 480714652078
- Learner 2: 850188222566
- Learner 3: 859650923066
- Learner 4: 859279816966
- Learner 5: 854652706766
- Learner 6: 855772996866
- Learner 7: 901176636371
- Learner 8: 855716269766
- Learner 9: 853679631866
- Learner 10: 854560551766

Summary

In this topic you learned how to close an estate recovery case.

Adding LTCPP Coverage

Overview

What

In this topic, you learn how to add a policy type of Long Term Care Partnership Program (LTCPP) to a TPL Resource.

Who

OHP staff

When

You perform this task when you receive LTCPP policy coverage information from the:

- Carrier
- Recipient
- Provider

Relevance

You perform this task in order to maintain accurate long term care partnership program policy information.

If you do not add accurate long term care partnership program policy information, the State of Ohio could possibly pay claims that should have been paid by the LTCPP partnership.

Requirements

To perform this task, you must have:

- Policy number
- Carrier number

How To

Follow these steps from the MITS home page to add Long Term Care Partnership Program (LTCPP) coverage:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click TPL.</td></tr>
<tr><td>2</td><td>Click Search.</td></tr>
<tr><td>3</td><td>Type the Recipient ID in the Recipient ID field.</td></tr>
<tr><td>4</td><td>Click search.</td></tr>
<tr><td>5</td><td>Click Base Information.</td></tr>
<tr><td>6</td><td>In the Base Information panel, in the Policy Type field, select LTCPP Certified from the drop-down list.</td></tr>
<tr><td>7</td><td>Click save.</td></tr>
<tr><td>8</td><td>Click Long Term Care.</td></tr>
<tr><td>9</td><td>Click add.</td></tr>
<tr><td>10</td><td>Select the State Certified in the State Certified drop-down list field.</td></tr>
<tr><td>11</td><td>Type the required information for at least one of these fields:
<table>
<tr><th>Field</th><th>Action</th></tr>
<tr><td>Premium</td><td>Type the premium amount in the Premium field.</td></tr>
<tr><td>Total Policy Paid</td><td>Type the policy paid amount in the Total Policy Paid field.</td></tr>
<tr><td>Total Benefit Paid</td><td>Type the benefit paid amount in the Total Benefit Paid field.</td></tr>
</table>
Note: You must complete at least one of these fields in order to save the LTCPP record.</td></tr>
<tr><td>12</td><td>Click save.</td></tr>
</table>

Success

You have successfully completed this task when a confirmation message displays.

Practice

Practice adding LTCPP covering using this information:

- Recipient ID: See learner list below
- Premium = $1200

Recipient ID by Learner Number:

- Learner 1: 859550874666
- Learner 2: 851292811966
- Learner 3: 854825433666
- Learner 4: 850526970166
- Learner 5: 850998682166
- Learner 6: 836168285571
- Learner 7: 131018793671
- Learner 8: 854956646766
- Learner 9: 131170625579
- Learner 10: 853047833366

Summary

In this topic you learned how to add LTCPP coverage.

Terminating Coverage

Overview

What

In this topic, you learn how to terminate policy coverage.

Who

OHP staff

When

You perform this task when one of the following informs you that the policy is terminated:

- Carrier
- Recipient
- Provider

Relevance

You perform this task in order to accurately track policy coverage termination information.

If you do not accurately terminate policy coverage, a recipient's claim might be erroneously denied.

Requirements

To perform this task, you must have:

- Policy number
- Policy type
- Recipient ID number

How To

Follow these steps from the MITS home page to terminate policy coverage:

Step	Action
1	Click **TPL**.

2	Click **Search**.
3	Type the Recipient ID in the **Recipient ID** field.
4	Click **search**.
5	If there is coverage for more than one policy, select the appropriate coverage row.
6	Click **Coverage**.
7	In the **Coverage** panel, select the checkbox for the appropriate policy row.
8	Type the policy end date in the **End Date** field.
9	Click **save**.

Success

You have successfully completed this task when a confirmation message displays.

Practice

Summary

In this topic you learned how to terminate policy coverage.

Review

Objectives

In this course you learned how to:

- Search for an Absent Parent Record
- Add an Absent Parent Record
- Update an Absent Parent Record
- Cross-reference an Absent Parent Record with an Employer Record
- Delete an Absent Parent Record
- Open an Estate Recovery Case
- Update an Estate Recovery Case
- Request a Report for the Attorney General
- Close an Estate Recovery Case
- Add Long Term Care Partnership Program (LTCCP) coverage
- Terminate policy coverage