

CCRI MANDATORY FIELDS

The fields listed below are CCRI (state) mandated for processing Services Rendered claims.

Mandatory fields:

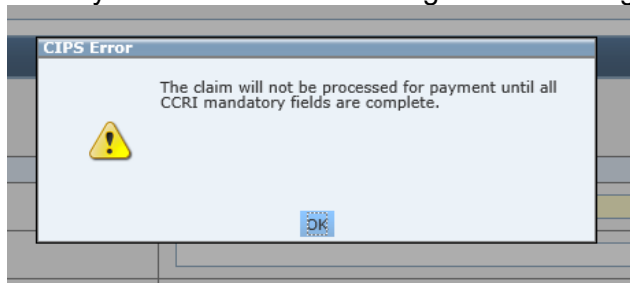
Screen:

- **Social Security Number** Client Demographics>Core Demographics
- **Last Name** Client Demographics>Core Demographics
- **First Name** Client Demographics>Core Demographics
- **Gender** Client Demographics> Core Demographics
- **Date of Birth** Client Demographics>Core Demographics
- **Citizenship** Client Demographics>Core Demographics
- **Race** Client Demographics>Core Demographics
- **Ethnicity** Client Demographics>Core Demographics
- **Primary Language** Client Demographics>Additional Information
- **Address Type** Client Demographics>Common Demographics
- **Address Line** Client Demographics>Common Demographics
- **City** Client Demographics>Common Demographics
- **State** Client Demographics>Common Demographics
- **Zip code** Client Demographics>Common Demographics
- **County of Residence** Client Demographics>Common Demographics
- **Living Situation** Living Arrangement tab

Steps to take to ensure claims will process for payment:

The best practice is to enter the above fields at the time the client is receiving services at the agency. If there is missing CCRI information on the Demographic Screens, the user may get the message below after clicking save when submitted a claim.

1. When you see the below message after entering a service rendered, click OK.



2. The claim will save.
3. Navigate to the Demographic Screen.
4. Focus client to determine which fields are missing information.
5. View the notification box for list of missing fields.

Below is a list of reports to determine any claims that were not processed for payment due to missing CCRI fields. When the information is updated in CIPS, the payments will process in the next payment run. You do not have to resubmit them.

Unpaid Burst Report in CIPS:

1. Admin
2. Reports
3. Click the hyperlink to open the report.
4. *Suggested* sorts:
 - a. Show claims marked YES under Exception column.
 - i. Not all claims marked yes in the Exception column are due to missing information.
 - ii. Set up an incident if there is a question about why the claim is on the report.
 - b. Hide claims submitted after the monthly cutoff date.
5. Search for each client to determine which fields are missing information.

Batch providers will receive a *Warning* message on the 837p Batch Results Report

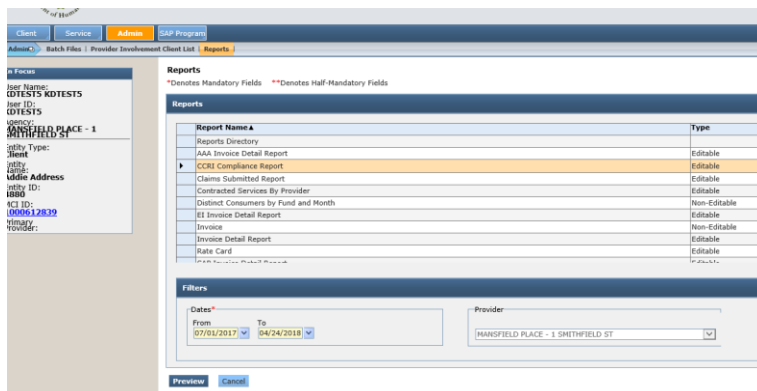
1. In the HIPAA Summary tab, check column E – Claims with Warnings.
 - a. Click the HIPAA Detail tab to view the Error Description.
1. Search for each client to enter the missing information.
2. Click on the >> symbol.
3. View the notification box for list of missing fields.

Check the Exception Report

1. Check the report for clients who have missing information.
2. The fields will be listed on this report.
3. Search for each client to enter the missing information.

Check the CCRI Compliance Report which includes open involvement with the client and at least one claim within the timespan selected

1. Admin
2. Reports
3. Click on the row for CCRI Compliance Report (in the Reports grid).
4. Enter a date span.
5. Click Preview (this might take a few seconds).
6. Click Open.
7. Check columns with blank information.



CCRI Data Entry Report- will be *sent* to the CIPS Coordinator *if* there are incorrect data fields entered for a client. This report is cumulative. If the corrections have been made, but the client is on the list, move on to the next client.