

1.0 HARD STOPS

1.1 All Documents

- If the timesheet (TS) is missing any dates of service (DOS), do not key that specific date and create an RTP.
- If the signature appears as anything but a name (e.g. “X”), check for any notes in FOCOS stating that is an appropriate signature. If not, do not key entire document and create an RTP.
- If either signature is missing, do not key entire TS and create an RTP.
- If either signature date is missing, partial, unreadable or cut-off by the fax in process; do not key the entire TS and create an RTP.
 - If the date is “slightly” cut off but still legible, the TS is able to be keyed as long as a note is left in FOCOS stating the date was able to be read.
- If either signature date is not on or before the fax in date, do not key entire document and create an RTP.
- If the participant, EOR, or employee is inactive, but the DOS are available to be keyed, the document will be keyed into FOCOS.
- If two (2) rates populate in Bulk Charge Entry, the most recently linked amount in the plan will be used.
- If the service code is Over Plan Budget, all funds will be exhausted from old budget. Verify the new budget start date and key any DOS that fall with the new budget period.
 - Timesheets will be keyed in 15 minute increments.
- If there are any missing or incorrect (e.g. 99S09, T999HR) service codes, do not key that specific date [or entire doc for PRFs] and create an RTP.
 - If a second line item of a TS is missing a service code and there is only one (1) employee service code on the “Entire Plan” and there is only a single code on the TS, the line item is able to be keyed.
 - If there is an indication that the service codes from the first DOS continues to the last (IE, a line drawn to the bottom, quotes), then the TS is able to be keyed.
 - The indicator must touch each DOS. If not, do not key that specific date and create an RTP
- If the participant, EOR, or employee name does not match the name in FOCOS, check for any notes in FOCOS that the name can be used. If not, do not key entire document and create an RTP.
 - Nicknames (IE. Danny instead of Daniel or Mike instead of Michael) are acceptable and able to be keyed.
- If the fax in date and time is before the final DOS, the dates leading up to the final DOS will be keyed and an RTP created for the remainder.

If any critical information is determined illegible, the document will be processed as if that information were missing as instructed in this document.

1.2 Timesheets (TS)

- If there are any missing in times or out times, do not key that specific date and create an RTP.
- If the participant is not their own EOR, they cannot sign timesheets. Only the EOR may sign.
 - If there was an EOR change in the middle of a pay period, the new EOR, must sign the document
- If the EOR's signature date is not on or after the employee's, do not key entire TS and create an RTP
- If there are any missing services provided, do not key that specific date and create an RTP.
 - If there is an indication that the services provided from the first DOS continues to the last (e.g. a line drawn to the bottom, quotes), then the TS is able to be keyed.
 - The indicator must touch each DOS. If not, do not key that specific date and create an RTP
- If either signature date is not on or after the last date of service, do not key entire TS and create an RTP.
 - If the last DOS ends at 12:00AM, both signature dates must be after that date.
- If there are two (2) pay periods on a single TS, the oldest pay period will be keyed and an RTP created for the remainder.

1.3 Mileage

- If the odometer Start and/or End amounts are missing, do not key that specific date and create an RTP.
- If the participant is not their own EOR, they cannot sign mileage. Only the EOR may sign.
 - If there was an EOR change in the middle of a pay period, the new EOR, must sign the document
- If the Employer (EOR) signature is not the participant or the EOR, check for any notes in FOCO stating that a Legal Guardian or POA is able to sign. If not, do not key the entire document and create an RTP
- If the location From and/or To are missing, do not key that specific date and create an RTP.
- If the Purpose of Trip is missing, do not key that specific date and create an RTP.
- If the following trips are submitted; **doctor, psychologist, psychiatrist, dentist (unless approved on plan), podiatrist, radiation therapy, hospital/clinic, urgent care, ER, optometrist, ophthalmologist, counselor**; do not key that specific date and create an RTP.
 - The following trips are able to be keyed as exceptions to the above.
Chiropractor, pharmacy, acupuncture, massage/physical therapy, alt. medicine, blood work, paperwork, medicine man, biofeedback.

- If a total roundtrip is in excess of 150 miles for Centennial Care participants only, 150 miles will be keyed for that specific date and an RTP created using the following verbiage;

“Per New Mexico Human Services Department, Medical Assistance Division Managed Care Policy Manual, Page 169: Transportation (non-medical) Transportation services are intended for access to the local areas, within a 75 mile radius, of the member’s home. The Mileage sheet provided for Dates of Service **(DE-add Date)** cannot be paid fully based on Regulation above, or outside of 150 miles total radius per trip.”

- If the purpose of trip for Mi Via participants only appears to be vacation and/or out of state related, do not key that specific date and create an issue to send to Catherine Hern
- If the purpose of trip for Centennial Care participants only appears to be vacation related, do not key that specific date and create an RTP
- If there are two (2) pay periods on a single employee mileage form, the oldest pay period will be keyed and an RTP created for the remainder.
- If a PRF is not submitted with an invoice, do not key entire mileage form and create an RTP.
 - For mileage PRF rules, reference the rules in the PRF section.
- Vendor mileage must be submitted on a Vendor Mileage Invoice Form or company invoice containing odometer readings, To/From locations, purpose of trip, DOS and driver signature and signature date.
- If employee mileage is not submitted on an Employee Mileage Sheet, do not key entire mileage form and create an RTP.
- If weekly and total miles are not provided and cannot be determined using other information, do not key entire mileage form and create an RTP.
 - If the weekly and total miles are able to be determined by subtracting the odometer end from the start, the mileage form will be keyed.
 - If there is a math error greater than 5 miles, the mileage form will be keyed and an Educational RTP created. If the error is less than 5 miles, the mileage form will be keyed and a note left in FOCOS.

1.4 PRFs

- If the participant signature, service code, service description pertinent to the requested services, full payment amount and/or vendor name are missing or illegible, do not key entire PRF and create an RTP.
- If the participant is not their own EOR, they cannot sign PRFs. Only the EOR may sign.
 - If there was an EOR change in the middle of a pay period, the new EOR must sign the document
- If a vendor is not using a Mi Via Non-Timesheet, their invoice must contain the same information listed on a non-timesheet including Service Code or Accurate

and matching description of services, Vendor Signature and Signature Date, Date of Service (cannot use the invoice date), and Rate or Total Amount.

- If “participant (or member) present” on a non-timesheet or vendor invoice with the option available is marked “NO” or is not marked at all, do not key entire PRF and create an RTP except for service codes H2019 & S9470.
- If a vendor name on the PRF does not match the vendor name on the invoice, check for any FOCOS notes regarding a DBA (e.g. John Smith DBA Joy Inc.). If there is no DBA, do not key entire PRF and create an RTP.
- If the Full Payment Amount on the PRF and total amount requested on the invoice do not match, do not key entire PRF and create an RTP.
(Unless the difference is less than \$5, then follow the less than \$5 rule)
- If the participant’s name or Medicaid number is not provided and able to be determined using other information provided, then the PRF will be keyed.
- If the PRF requests more than one (1) service code, do not key entire PRF and create an RTP.
- If the participant name, DOS, service code, vendor signature and signature date is not provided on a Non-Timesheet invoice, do not key entire PRF and create an RTP.
- If the DOS year is missing on a Non-Timesheet invoice, the year from the vendor signature date may be used if it is provided.
- If the invoice requests more than one (1) service code, the service code from the PRF will be keyed and an RTP created for the remainder.
- **Verizon Only:** Verizon invoice must have page one of the bill or the online bill summery included. If not, do not key entire PRF and create an RTP.

2.0 FORM RULES AND ADDENDUMS

2.1 All Documents

- FOCOS Errors
 - If there are unprocessed forms, create an issue/CRN.
 - If the plan is over plan budget, key as much as possible and create an RTP for the remainder.
 - If there is no service eligibility, working plan or no plan, create an RTP.
 - If some of the amounts can be entered, the DOS will be entered and an RTP created for the remainder. Partial will be entered in Workflow.
 - If the entry is over plan budget, but the DOS fall between two (2) budget periods, the old budget will be keyed as much as possible and the remaining DOS on the new.
- Prorating
 - If there is an immediately unresolvable system issue (e.g. linking, effective dates) which prevents all DOS from being entered; the bill will be prorated according to what is approved on the plan.

- If there are no DOS, do not key entire PRF and create an RTP.
 - Example: DOS listed on bill are 4/22/17 to 5/21/17 and the plan start date in FOCOS is 4/25/17 to 4/24/18. The bill will be prorated for DOS 4/25/17 to 5/21/17.
A month is always 30 days
- If all DOS fall outside of 90 days from the fax in date, do not key entire document and create an RTP.
 - If some DOS fall outside of 90 days from the fax in date; create an RTP for those dates and key the remainder.
 - If any DOS fall within 90 days from the fax in date but not the current date; override the timely filing in FOCOS and key those dates.
- Employee / Vendor Linking
 - If the service code is not approved on the plan, do not link or key entire document and create an RTP.
 - If the service code is approved on the plan, check the previous plan to see if employee/vendor is linked.
 - If a vendor that charges for items or monthly services (e.g. Comcast or Verizon) may be linked if the vendor is linked on the current or previous plan regardless of rate or service code.
 - If a vendor that charges incremental 15 minute or hourly rates needs linked, the rates must match from the previous plan exactly.
 - If a vendor service code does not match exactly (e.g. T1002 and T1002E) then an issue will be created.
- Adjustments
 - All forms must be marked as a correction or have “Correction/Corrected” written on it to be processed as a correction.
 - If the DOS overlap with a batched entry, do not key and create an Issue/CRN
 - If the DOS overlap with a closed entry, edit the charges in FOCOS and create an adjustment note in FOCOS.

2.2 Timesheet Rules

- If AM or PM are not circled or incorrect according to the hours requested, do not key that specific date and create an RTP.
- If the employee name, participant’s name, date of birth, employee ID, Begin/End date, EOR or employee printed names are not provided, but able to be determined off of provided information, the TS will be keyed and a note put in FOCOS.
- If hours for day, week or “2-week total” are not provided but determinable via other means; the TS will be keyed.

- If there is a Math Error greater than 2 hours, the in/out times will be keyed and an Educational RTP created.
 - If the Math Error is less than 2 hours, create a note in FOCOS.
- If DOS do not contain the year but the Begin/End dates do; the TS will be keyed. If one (1) DOS contains the year, then all DOS will be keyed for the same year if possible.
 - If the Begin/End dates or one (1) DOS does not contain the year, do not key the entire TS and create an RTP.
 - If most; but not all, DOS only have the day (no month or year), then the TS will be keyed using the correct DOS as a reference.

2.3 Mileage Rules

- If the employee name, participant's name, date of birth, employee ID, Begin/End date, EOR or employee printed names are not provided, but able to be determined off of provided information, the mileage form will be keyed.
- If the vehicle year, model, license number and/or license plate are missing, the mileage form will be keyed.

2.4 PRF Rules

- If address line 1 or 2, city, state, zip and/or vendor tax ID are not provided, the PRF will be keyed.
- If the plan states a specific number of rendered services per week or month for services excluding Caregiver Services i.e. 99509, T2033 etc.; only key what the plan allows. An RTP will be created for any services above the weekly or monthly allowed. – **Exception: If the plan states ‘average amount’ we will key any number of services requested until further direction is given by the State.”**
- If request date is not provided, the PRF will be keyed using the fax in date and a note will be created in FOCOS.
- If any critical information is altered on an invoice; do not key entire PRF and create an RTP.
- If an invoice number and/or PRF request date is provided, that information will be entered into the corresponding fields in FOCOS.
- If DOS and/or due date is provided, that information will be entered into the Services Provided field in FOCOS.
- If the rate being requested is higher than what shows on the Bulk Entry plan, check the “Entire Plan” for the allotment grid, which shows the true monthly amounts. If the requested rate is still higher, the allotted amount will be keyed and an RTP created for the remainder.
- All charges will be keyed based on the Invoice Date (aka: Bill Date, Close Date). If this is not provided, then the invoice will be keyed based off of the first DOS. If neither is provided, do not key the entire PRF and create an RTP.
 - **Exception:** Verizon invoices are always keyed using the beginning DOS, never the invoice date.

- **Exception:** Responselink/Alert1 & Same Day Security invoices do not have DOS and will be keyed using the due date.
 - **Exception:** Quotes. See Section 2.4
- If the amount requested on the invoice is able to be determined using other provided information, the invoice will be keyed and a note put in FOCOS.
 - If unable to determine the amount on the invoice for a specific day, do not key that specific date and create an RTP.
- If the service code is missing or incorrect on a company issued invoice, the invoice will be keyed.
- All invoices must have DOS visible. If not, do not key the entire PRF and create an RTP.
 - **Exception:** Responselink/Alert1 & Same Day Security invoices do not have DOS and will be keyed using the due date.
 - **Exception:** Cyber Mesa does not have DOS and will be keyed using the bill date.
- If there is a Math Error greater than \$5, the invoice will be keyed and an Educational RTP created. If the Math Error is less than \$5, the invoice will be keyed and a note put in FOCOS. If there is a clear and continuous error, notify a liaison to reach out to the vendor regarding the error and note in FOCOS.
- If taxes are included for specific DOS, a second line for tax will be entered on each date so long as the vendor is linked at the correct rate.
 - If taxes are totaled on the invoice, a second line will be added to the last DOS for the tax entry.
- If the invoice is from a vendor that does not normally provide an invoice date, bill date or close date, the PRF request date will be used. If neither date is provided, the fax in date or Julian date will be used.
- If the total invoice amount or date of birth is not provided on a non-timesheet invoice, it will still be keyed.
- If the rate per hour on an invoice does not total corresponding to the hours worked, that DOS will not be keyed. (e.g. 2 hours worked for \$10 per hour should equal only \$20)

2.5 Quote Rules

A quote is any document that provides pricing of the requested item

- If the name of the vendor is not on the quote, the quote cannot be keyed.
- Quotes will be processed using the PRF date. If there is not PRF date provided, the fax in date or Julian date will be used.
- If the vendor name or DOS is altered on a quote; do not key entire PRF and create an RTP.
- The PRF amount will always be keyed so long as it is available and allotted on the budget
- **Supplements:** If the plan states brands and/or specific amounts and the invoice does not match, those specific items will not be keyed and an RTP created.

- If the plan states a specific brand of item that will be purchased (i.e. iPhone, HP AMD series computer) and the submitted invoice does not match exactly, the item will not be keyed and an RTP created.
- 90 day timely filing only applies to the PRF date; not the invoice date.

2.6 EMOD Rules

- An EMOD must be submitted on a PRF with the EMOD fields available and “First Installment”, “Second Installment” or “Completed” & the correct budget period filled out
- If the budget field on a PRF is provided and the quote date is timely, but falls within that specific budget period, the invoice will be keyed from that budget so long as the PRF date or end date of the budget period is not timely.
- All invoices, estimates and quotes need a vendor signature and date.
- An EMOD is able to be paid out in full instead of two equal payments.
- An EMOD requesting the second half of a payment cannot be paid out unless the first half has already been keyed, regardless of whether the PRF/invoice is correct and viable.
- Any amount may be requested for an EMOD so long as it is within the budget.

3.0 **Online Timesheet Exceptions**

3.1 Online TS Rules

- Any TS that are not listed on the current Exception List located in I:\Mi_Via\Online TS Exception Log will not be keyed and an RTP will be created using the following templates:

MV Online TS

Centennial Online TS

Participant/Member:

Participant/Member:

Employee:

Employee:

Service Code:

Service Code:

Date of Service:

Date of Service:

Doc:

Doc:

- If the approval start or end dates falls within a pay period, the entire pay period will be keyed.
- If the participant, EOR or employee are inactive, but not on the exception list, and “Inactive/Deceased/Fired” is written on the sheet, the TS will be keyed