



Introduction to Billing in FCM

December 20, 2023

Follow Up Questions

Q&A in the Chat

- Is a diagnosis required? (in completing a BSQ)
 - *FCM: We would recommend checking with your CMA supervisor about code requirements for the BSQ. It may vary by agency.*
- Did you state that billing has to be done within the same month every month just for clarification?
 - *FCM: If core services were rendered for the month, you'll want to complete a BSQ for each month so that claims can be submitted.*
- I just wanted to make sure. I was under the assumption that billable and non-billable were to be completed by the end of the month. Thanks for clarifying.
 - *FCM: Each CMA and/or HH have policies regarding when to complete a BSQ. Please double check those policies.*
- Can you export a report of just the errors?
 - *FCM: Users can check out the Tracking & Billing Support Status screen to generate a report to show which members have tracking errors and BSQ errors. Once exported as a CSV, Users can filter the columns with these errors to address them.*
- Has there been a form generated we can follow for billing step by step?
 - *FCM - We don't have one, but that's a great suggestion and we'll be working on creating one for Users! Thank you!*
- How do you create a new segment?
 - *FCM: Check out our support article regarding Segments [linked here](#), on how to create a new segment.*
- Those segments that are potential ...is there a time frame changes must be made before we are denied payment.
 - *FCM: When BSQs are potential, that means that a questionnaire has not been submitted to MAPP and therefore to the payer. Users can check the [timely filing support article](#) to determine when a payer will deny payment for delayed claims submission.*
- What happens when you make a mistake on an entry date when writing an encounter...can you edit that as well? Or No?
 - *FCM: Yep! You can go back and edit the date of the encounter if you make a mistake.*

- Is there a time frame we must meet when meeting with a client in order for it to be billable (units).
 - *FCM: I'd recommend checking with your CMA supervisor or HH policy. Adults (non specialized population) have to have at least one core service for the month. Children and special pop adults may have additional requirements for billing for the month.*
- How do you filter/audit billing for newly enrolled members?
 - *FCM: You can always check the Billing Support screen to see all Potentials for the month, regardless of new members or established ones.*
- How often is the PMPM charged?
 - *FCM: CMAs are charged Admin Fees once a month per member.*
- Can you please explain what this error means or why it occurs? "Error: No relationship exists between HH and MCP"
 - *FCM: That means your HH is not contracted with your member's MCO. So payment will not be available for this member under the HH. I would double check with your HH to confirm.*
- How do you unpend a member after diligent search
 - *FCM: We have a support video that Users can check out, [linked here](#), to learn how to unpend a member in FCM.*

Helpful Links for Users to Reference

- [Recording to the Intro to Billing Video](#)
- [Post-Training Survey](#)
- [FCM Support Articles](#)
 - [Billing Support](#)
 - [Health Home Claims](#)
 - [Billing Overview Screens](#)
 - [Updates & Trainings](#)
 - [List of 2024 Trainings](#)