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|  | | ***20335 – Benefits Production Access Review***  **Date: 02/05/2021**  **Physical Location: N/A** | | | |
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| **Customer** | | | **Internal Audit Department** | | |
| Ken Park, Sr. Director, RxClaim Development, PBM IT Systems  Pranav Gupta, Director, RxClaim Development, PBM IT Systems  Deepak Mugundu Balan, Advisor, RxClaim Development, PBM IT Systems  Mitchell Super, Sr. Director, MF /MR Run /Maintain, Enterprise Tech. Services | | | Lynn Atkin, Director, IT Internal Audit  Ron Roy, Director, IT Internal Audit  Sarah Kubiak, Manager, IT Internal Audit  Eric Mata, Advisor, IT Internal Audit  Seun Mafi, Sr. Consultant, IT Internal Audit | | |
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| **Business Unit** | RxClaim Development | | | | |
| **Process** | Benefits Production Access Review | | | | |
| **Process Owner(s)** | Pranav Gupta, Director, RxClaim Development  Deepak Mugundu Balan, Advisor, RxClaim Development | | | | |
| **Policies and Procedures** |  | | | | |

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| **Purpose of the process walkthroughs** |
| The purpose of this walkthrough is to get a complete understanding of the Benefits Production Access Review process completed by the RxClaim Development team as well as identify all systems used, reports used / generated. |

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| **Roles & Responsibilities of the Personnel involved in the process** | |
| **Role** | **Responsibilities** |
| Ajoy Kodali  Bobby Mukundan  Srithal Bellary  Heather LaPolt | Primary Business Owner (VP Level or above) |
| Ken Park  Pranav Gupta  Deepak Mugundu Balan  Mitchell Super | Transfer knowledge of key business functions, process documentation and key control evidence to the internal Audit team; control validation and issue ownership. |

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| **Supporting Systems** | |
| **System Name** | **System Description** |
| RxClaim |  |

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| **Process Walkthrough** |
| **GREEN SCREEN DEMO**  **Meeting Participants:**  **Ronald Roy**  **Angela Dickinson**  **Heather Boyce**  **Seun Mafi**  ---------------------------------------------------  How do you get to the greenscreen?    The green screen provided during the course of the meeting is a sample of an Manually generated RxClaim.    Under the IBM Personal Communication, the AS400, A is for production. Another element is for testing. RxClaim is started initially by navigating through all the options down to the interface that shows all the attempts made. This screen has all the RxClaim in the database.    In a sample Claims information. The Medicaid claims information shows exactly where the components of the agency is made. The "paid amount" is the medicade allowed amount. It can pay less but not more.    In the claims transaction information, the lower number is selected automatically. Ron's question however is why then is the UC/W number the higher number rather than the lower number? No answer provided; it could be for several different factors per Angela.    Anytime there is a resubmission, the COB number counts up. It starts from COB05 and up.    The user for example user "Z169754" is the individual that processes the claim.    When a claim is started, a blank screen is created. Then you selected a member.    On top right of greenscreen, there is the screen number, such as for example RCNCP\*\*\*B, and right underneath is the login ID, such as APPAD\*\*\*. Then you enter member number' Then all other fields are completed.    Essentially, when you put the member # in, the fields are prepopulated by default. Whoever uses the system, and inputs and submit data will have their name embedded on the claim.    Ron also intends to speak with PBM IT group.    People are using the EzTest PCN in production, whereas they shouldn't have been doing that. Trying to figure that…well, it is simply allowed says Angela.    Potential issues:  Some claims inputted into production by 2 identifiers weren't supposed to be inputted. For example, RxClaim#: 210025047516000 submitted 01/02/21 seems to be problematic.    How the Navigation with system is carried out.  3-Manual claim, 5-thrid party, 1-medicad (say Yes) > Then you get screen Third Party Reimbursement.    In the Protocol Ctrl, if it is medicare, it is MEDDADV, while Aetna is AETADV.    You can put a PCN for a different client, but if the member is not under that client, it will be rejected.  Ron: Opened call by asking how is a person able to access the green screen?  Angie: advised she would use the claim that has been floating around as an example. Ultimately the correct amount was paid; although the system is still showing the incorrect amount.  RON: asked if there is an icon to click on for it?  Angie: mentioned found under IBM application; version (A) is for production and others (b-e) are for other activities she is unaware of   * Menu selections 1/13/1/6 for claim transactions * Claims by pharmacy screen allows you to enter the claim number and show you all the modifications made to the claim * Claim COB code changes every time a modification is made * RCTCD0004 is the submitted claim information screen which also has the Medicaid claim information box shows us maximum which can be paid for the claim * RCTCD005 screen shows the claim transaction detail * There is algorithm which compares the amount due from claim transaction detail screen and compares it to the allowable amount from * All COB numbers start at 50 and change incrementally with every modification to claim * RCTCD010 shows you the type of claim in government claims box and shows also who reprocessed the claim under username field. * RCNCP061B is the third party reimbursement screen and a person can manually enter the claim.   RON: confirmed that the screen names are at the top right corner. Once a person enters the member ID the BIN prepopulates. Also advised that conversations would be held with IT folks to identify the data files that are opened for each specific screen.  Angie: mentioned that SBM group field should usually have information populated based on the member ID entered.    Heather: asked if the Proc Ctrl field can be overwritten?  Angie: advised that the field is prepopulated; however someone can in fact type over that field since it is not locked and it is simply possible/allowed as BAU.   * RXCPRD1B help desk screen allows a person to select option 3 (manual claim)/ 5 (third party)/ then select 1 of the 4 govt claim types in following screen   RON: questioned if there should be a limit in that field?  Angie: said that it cannot be limited since the client can pick many different types of alpha and numeric combinations. However, putting in an incorrect PRCN that doesn't align with the client's BIN will prompt the system to automatically reject the transaction. |