

## Claim Correction Form (CCF) Frequently Asked Questions

*Below is a list of the most frequently asked questions regarding the CCF and responses from BHCS to each. If you feel your question is not addressed by these questions, please contact the CCF Coordinator at [ccfcoordinator@acgov.org](mailto:ccfcoordinator@acgov.org)*

**Q1-The corrections that I wanted to make are on a Denied Correction Report (DCR or 345) that I received as well, do I need to complete both and send them to BHCS?**

*A1- Yes, the DCR and CCF are completely different processes and need to be fully completed and turned into BHCS in a timely manner. Once both are received, BHCS will decide how best to process the error. Answering an error on the DCR by writing "See CCF" is not appropriate, any DCR's that arrive with that answer, will be returned to the provider for further clarification.*

**Q2- Is it mandatory to send in both an electronic and hard copy for every CCF?**

*A2- No, BHCS only requires the signed hard copy in order to process your claim line. That being said, we recommend sending over the Excel file via secure email to allow BHCS more time to process your claim lines. We require Excel format for electronic submission, in order to upload your CCF directly into our database for processing. NO CCF WILL BE FULLY PROCESSED UNTIL THE SIGNED ORIGINAL IS RECEIVED BY BHCS.*

**Q3- Is it mandatory to send the CCF via secure email?**

*A3- Yes, BHCS takes client privacy and HIPPA regulations very seriously. We will not accept a CCF form sent from an email that is not secure. If you do not have a secure email set up, please contact the CCF Coordinator at [ccfcoordinator@acgov.org](mailto:ccfcoordinator@acgov.org) for further assistance*

**Q4- Will I be notified when the lines on my CCF are corrected?**

*A4- No, you will not receive an email notification when your CCF has been processed. However, you will receive two emails to confirm receipt of your CCF. You will receive the first confirmation email when you email in (via secure email) your CCF to the [ccfcoordinator@acgov.org](mailto:ccfcoordinator@acgov.org) email. You will receive the second from the CCF Coordinator when the signed hard copy of your CCF is received by BHCS.*

**Q5- The person who is currently authorized to sign our CCF is at another site, can I just type in their name?**

*A5- No, in order to fully process your CCF, we must have the form signed by one of the people at your facility who is listed on the Authorized Signature Form. If you need to add or remove*

people from your authorized signature list, please contact the CCF Coordinator at [ccfcoordinator@acgov.org](mailto:ccfcoordinator@acgov.org) and ask for an Authorized Signature Form to be sent to you for completion.

**Q6- In the training materials, it mentions that there is a deadline of two (2) months from the date of service for reporting errors. What do I do if I notice an error after two (2) months?**

*A6- You must notify BHCS whenever you become aware of an error even if it is after the two (2) month deadline has passed. You will complete the CCF as usual and send it to the CCF Coordinator who will then determine how best to process the error.*

**Q7- I noticed an error in an entry I made, I don't think the service has claimed to the State. Can I correct my own error?**

*A7- Yes, you should be able to do that. There are three different steps you can try. If you try all three of these steps and are not successful in correcting your error, then you will have to send in a CCF.*

- 1. You have up to five (5) calendar days to correct an entry error in InSyst. During this time, you can make any needed changes to the original entry. If you attempt to make a change and are unable to tab to the field you wish to correct, you are unable to make corrections and will have to try number two (2) listed below.*
- 2. You have up to thirty (30) calendar days to remove an entry from InSyst and enter a new service in its place. This is called a "delete service" and requires overnight for the service to be removed from InSyst. It is best to delete services and wait until the next day to enter in the new service to be sure that you are not prompted to provide a duplicate override code. If after 24 hours the service is not deleted from InSyst, please contact the IS Help Desk. InSyst will not let you delete a service that has been claimed and will display an error message if you attempt a delete on something that has been claimed. If this is the case, you can try option number three (3) below.*
- 3. There is the possibility of turning on administrative privileges for deleting services from InSyst. In order to do this, you must press the Num lock and "a" key. Once, you have done that, you may be able to delete a service from InSyst; the instructions in number three (3) above still apply regarding the posting of deletes.*

*Again, if you attempt all of these steps and are not successful, you must then submit a CCF for that service entry.*

**Q8- I'm a little confused regarding the time columns on the form, do I enter total minutes or hours and minutes? Also, if there is co-staff time, do I include that in my total?**

*A8- The time columns of the form should be filled out using total minutes. For example, if you have a service that was 1:10 long, you would enter 70 minutes into the form. With regards to co-staff time, please include it in your total. Let's say the above example was for one staff member and one co-staff, you would enter 140 minutes (70 for the staff and 70 for the co-staff.) We ask you to do this to assist us in completing your requests more efficiently. InSyst shows us the services in total minutes, by having the time represented in minutes, with co-staff time included, we can more easily identify your service lines for correction.*