

Provider Memorandum

LTC Exceptional Care Reimbursement Claims Guidance

Molina Healthcare of Illinois (Molina) is improving how we process Long-Term Care (LTC) claims billing with both exceptional care (0191, 0192, 0193, or 0194 rev codes) **and** regular room and board (R&B). We are updating the Patient Credit File solution logic to review the **line** Date of Service (DOS) instead of the claim header DOS when validating whether the claim qualifies for exceptional care reimbursement.

The Issue

Currently, the solution denies exceptional care claims where the claim header DOS is prior to the exceptional care approval date. Example:

- A. Claim DOS Header 4/1/2022–4/30/2022 for Rev Code 0120 5 Units and Rev Code 0194 for 25 Units. The Department of Healthcare and Family Services (HFS) has only approved 4/5/2022 through 4/30/2022 for exceptional care.
- B. Claim denies for no exceptional care because claim DOS Header 4/1/2022 is prior to the HFS approval dates.

Molina has been manually updating the solution to adjust for proper claim reimbursement. After the updates are implemented, Molina will no longer have to submit manual updates to ensure proper reimbursement.

Provider Actions

Beginning September 1, 2022, providers **must** provide **line DOS** when billing claims with both exceptional care (0191, 0192, 0193, or 0194 rev codes) **and** regular room and board (R&B) to ensure proper reimbursement. If this is not done, Molina's internal systems will default to the header DOS, which could cause the claim to deny for exceptional care.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.