

MAVEN Billing vs. Manual Billing Overview

Summary

There are two primary methods for billing and recouping for HSC, HSCA, and SHSC billable activities. The first method is through MAVEN (L&I's care coordination software), and the second is through your healthcare billing office. There are important considerations with each method, but given the increased amount of reimbursement and the more timely payments, L&I recommends using MAVEN for HSC, HSCA, and SHSC billable activities.

MAVEN Billing

Billing through MAVEN is completed as part of the case note submission process. If the billing flag is set to process automated billing, the HSC/HSCA/SHSC submits their case note minutes or activity (ex: SCI), the billable units are calculated and sent to L&I's billing system. A reimbursement is processed and a warrant is sent to the designated healthcare payee. A report is available to the MAVEN user that provides all the reimbursement details so that the receivable can be applied to the correct internal effort, depending upon how COHE financials are tracked within the sponsoring healthcare organization. This is a particularly helpful reimbursement system for COHEs with workers outside of their institutions because most healthcare systems require a patient record to be created before anything can be billed. This avoids many patient records being added to a healthcare billing system for workers not being treated within the sponsoring healthcare organization. MAVEN billing does not support rebilling or corrections. That billing is typically limited in volume and must be done through the sponsoring organization's billing office.

Billing Offices

This billing method typically travels through the healthcare organizations electronic medical records system (EMRS). The worker is created within the sponsoring organization's billing system, and the special local codes are added to their billing process. The billable volumes are low, and require local codes, and this makes it more likely that they will not be processed. If processed, the billing office either:

- Submits an electronic bill, or
- Enters a bill into L&I's bill entry system, or
- Submits a paper bill to L&I

With this bill generation, the billing office maintains a receivable and once L&I processes the reimbursement, the payment is applied to the open receivable. Reporting is limited to what is available through the billing office and there may be a significant lag in submission and payment.

Using MAVEN Billing During Your StartUp

By selecting MAVEN billing during your startup period, you minimize transition activities. When MAVEN is being developed for your best practice, a billing flag is set and the automated process is opened for the sponsoring organization. Special billing reports are available to allow you to track all bills and payments. The sponsoring organization must work with its billing office to ensure that reporting is shared with them so that they know where to apply payments.

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Transitioning From One Billing Process to Another

If transitioning to MAVEN billing instead of a billing office, a transition date and calendar is agreed upon that works for the sponsoring organization and the OHMS Technical Team. Case notes are monitored so that on the transition day all case notes are closed using the old billing method. The MAVEN billing flag is opened, and all subsequent case notes use the MAVEN billing process and reporting.