

This Computes!



**Department of Health Care Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #135**

Opening and Closing Cases on the Same Day - Revised

We have identified a problem with the MEDS update process for cases that are opened and closed on the same day. Some counties open and close cases on the same day in order to issue a SAR for a client that was eligible for CCS when services were provided but became ineligible for the program.

If your county follows this practice, it is necessary to modify the process as follows: when opening a case, the information to open and close the case must be entered on separate days*. Unless opening and closing of the case is handled in this manner, the "Known to CCS" indicator will not be set in MEDS and the claim for the service will be denied. The provider will receive a denial with RAD Code 314, "Recipient is not eligible for the month of service billed".

If you are contacted by a provider who has had a claim denied for RAD Code 314 and you find that the case was opened and closed on the same date, contact the Help Desk and request that to "requeue demographics to MEDS" for this case. Once the demographics are requeued, it may take up to three days for the "Known to CCS" indicator to be set by MEDS. Once it is confirmed the indicator is set, the provider can re-bill the denied claim.

*** Note: IMPORTANT- If you open the case after noon on day one the case must not be closed for two days, closing the case prior to this will not set the "Know to CCS" and claims will deny.**