

## DHA Uniform Business Office (UBO) Helpdesk Frequently Asked Questions

**UBO.Helpdesk@intellectsolutions.com**

This document is updated with questions the UBO receives from you! Send questions or suggestions to us [via email](mailto:UBO.Helpdesk@intellectsolutions.com), with the subject "FAQs".

For additional questions and answers, visit the [UBO Learning Center](#) to view webinar Q&As by topic.

### Access Management

Health Plan Addition	
<b>Q.</b> How do I get a new Health Plan added into CHCS or MHS GENESIS?	<b>A.</b> Requests for new Health Plans should be submitted to the DHA UBO Helpdesk. Requests should include the name, claims mailing address and applicable BIN and PCNs. The Verification Point of Contact (VPOC) will then determine whether that plan should be added.
PATCAT Selection	
<b>Q.</b> Are there available resources to assist in selecting the correct Patient Category?	<b>A.</b> DHA UBO has several available resources. A training module and finder guide have been developed and are located on Health.mil found <u><a href="#">here</a></u> .  PATCATs are a process that is jointly managed by DHA UBO and DHA Patient Administration Division (PAD).

## Education, Training, and Communication

CEU Credit	
<p><b>Q.</b> How to get credit for Live Broadcast Webinars?</p>	<p><b>A.</b> To receive CEU credit, participants must email the webinar support team at <a href="mailto:webmeeting@federaladvisory.com">webmeeting@federaladvisory.com</a>. Note that you no longer need to submit your email address via Adobe Connect during the broadcast. Shortly following each live broadcast, and after attendance records have been verified, the DHA UBO Program Office will e-mail Certificates of Approval with Index Numbers. This process may take up to five business days</p>
<p><b>Q.</b> How to get credit for Archived Webinars?</p>	<p><b>A.</b> Archived webinars marked with [CEU] on the schedule are also eligible for CEU credit. In addition to viewing the recording, participants must score 70% or better on a downloadable post-test included in the archive. The post-test is posted on the UBO Learning Center within the archived webinar shortly after both live broadcasts are complete <a href="#">here</a>.</p>

## Patient Financial Services

DHA UBO Rates	
<p><b>Q.</b> How do I request a rate be developed for a procedure code in the billing system so that it may be billed out on a claim?</p>	<p><b>A.</b> To request a rate for a service or procedure, please send the requested CPT/HCPCS code to the DHA UBO Helpdesk with the request for a rate assignment. Please ensure that a rate does not already exist in the billing system.</p>

## Policy and Guidance (Compliance)

Billing VA-DoD	
<p><b>Q.</b> Should facility charges (91999) be billed to the VA under the current Resource Sharing Agreement?</p>	<p><b>A.</b> Based on the current Resource Sharing Agreement between DoD and VA, the VA will reimburse DoD the TRICARE Maximum Allowable Charge minus 20%. TRICARE does not reimburse 99199 so under the RSA, the VA will not reimburse.</p>

<p><b>Q.</b> Cosmetic Surgery - Can a patient receive a refund if they choose to cancel a previously scheduled cosmetic procedure?</p>	<p><b>A.</b> Yes, refunds can be issued for canceled procedures or if the services provided were less than what was originally paid for. Below is language taken from a sample CSE Letter of Acknowledgement. "Refunds: I understand that if I decide, prior to my scheduled procedure date, not to have an elective cosmetic procedure, I am entitled to a refund of all monies paid for the cancelled procedure. If I change my mind after the procedure has started, applicable professional and ancillary fees will be deducted from the initial payment amount before a refund is issued. Refunds may take up to 8 weeks for processing."</p>
<p><b>Balance Billing Patient</b></p>	
<p><b>Q.</b> A non-MHS beneficiary has been balanced billed when the payer denied payment. How should this be resolved?</p>	<p><b>A.</b> In general, with a non-beneficiary patient, we balance bill the patient for whatever the health plan does not pay (so called balance billing). The information in the DHA UBO User Guide which is referenced is when the MTF has an agreement with Medicaid.</p>
<p><b>Billing TRICARE</b></p>	
<p><b>Q.</b> How do I bill TRICARE?</p>	<p><b>A.</b> <b>DHA UBO only deals with billing third-party payers for services provided in an MTF.</b> Depending on the region where your office is located, you will need to contact one of the TRICARE administrators (TRICARE West or TRICARE East).</p>
<p><b>Billing Copy Charges for Medical Records</b></p>	
<p><b>Q.</b> Should UBO be billing for medical record copy charges?</p>	<p><b>A.</b> DoD FMR Volume 11A, Chapter 4, 0405 Section D.7 states the following:</p> <p style="text-align: center;">BENEFITS FOR WHICH NO FEE MUST BE ASSESSED</p> <p>"Information from or copies of medical and dental records or x-ray films of patients or former patients of military medical or dental facilities, when such information is required for further medical and dental care, and requests for such data are (a) submitted by an accredited medical facility, physician, or dentist; or (b) requested by the patient, his or her next of kin, or legal representative. Other requests subject to the Privacy Act of 1974 must be in accordance to Regulation DoD 5400.11-R."</p>

<b>ABACUS</b>	
<p><b>Q.</b> Who does billing staff contact for assistance with issues for a specific bill, or problems with the ABACUS billing system?</p>	<p><b>A.</b> Please submit a ticket with the global service center which will route to the appropriate POC:  <a href="mailto:dhagsc@mail.mil">dhagsc@mail.mil</a></p>
<b>UBO Metrics Access</b>	
<p><b>Q.</b> What is required of MTF staff to request access to the UBO Metrics Reporting website?</p>	<p><b>A.</b> When submitting request for access please provide the following:  <i>Rank/Name</i>  <i>Duty Title</i>  <i>Email address</i>  <i>MTF and DMIS ID</i>  <i>Commercial telephone number</i></p>