Abbreviated Guide to Claims: “Pandemic-related Extraordinary Services”

**Background**: In order to make available monies for pandemic-related services provided, ALTSA and DDA have created a number of “add-on” service codes and authorized these to providers. This guide is specific to these service codes and is supplementary to the published billing guides for social service providers found at <https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-social-services>. This guide assumes the biller knows how to view authorizations, submit social service (non-medical) claims, create and submit batch claims, and view claim status. Please refer to the website linked above for more information.

**New service codes**:

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| **Svc Code** | **Mod Code** | **Proc/Svc Code Short Description** |
| SA005 | U1 | Pandemic-related extraordinary services, Respite |
| SA019 | U1 | Pandemic-related extraordinary services, Home Care Agency |
| SA019 | U2 | Pandemic-related extraordinary services, Community Choice Guide |
| SA019 | U3 | Pandemic-related extraordinary services, Behavior Support Services |
| SA019 | U4 | Pandemic-related extraordinary services, Nurse Delegation |
| SA019 | U5 | Pandemic-related extraordinary services, Private Duty Nursing |
| SA019 | U6 | Pandemic-related extraordinary services, DDA Skilled Nursing RN |
| SA019 | U7 | Pandemic-related extraordinary services, DDA Skilled Nursing LPN |
| SA020 | U1 | Pandemic-related extraordinary services, Adult Family Home |
| SA020 | U2 | Pandemic-related extraordinary services, ARC |
| SA020 | U3 | Pandemic-related extraordinary services, ARC - Enhanced |
| SA020 | U4 | Pandemic-related extraordinary services, Specialized Dementia Care |
| SA020 | U5 | Pandemic-related extraordinary services, RSW ESF |
| SA020 | U6 | Pandemic-related extraordinary services, ALTSA Skilled Nursing |
| SA020 | UD | Pandemic-related extraordinary services, PDN Inclusive Adult Family Home |
| SA031 | U1 | Pandemic-related extraordinary services, Assisted Living |

**Claiming the new service codes**:

1. Log into ProviderOne using the ‘EXT Provider **Social Services**’ profile. [Note: Do not use Medical profile]
2. Click on the Social Service Billing screen.
3. Enter your full nine-digit Provider ID, the Client ID, and the Authorization Number.
4. Enter the following:
   1. Service Date From
   2. Service Date To [Note: For SA005 and SA019 this date must be the same date as in the Service Date From field]
   3. Service Code
   4. Modifier
   5. Units [Note: For SA020 and SA031 input the number of days in the Service Date span, not to exceed 31]
5. Click on the Add Service Line Item button [if applicable]
6. Add any additional claim lines
7. When all claim lines have been added, click the Submit Claim button
8. You will now see the 18 digit TCN.
9. Hit the Submit button.