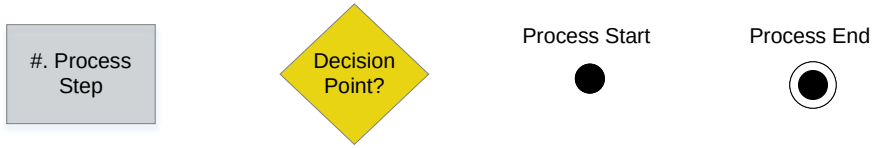
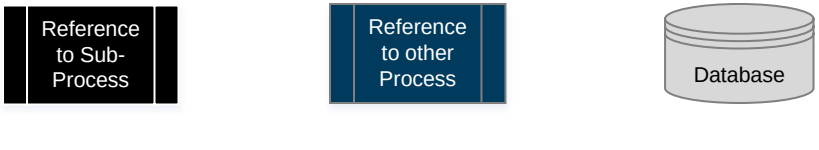
Business Process Legend

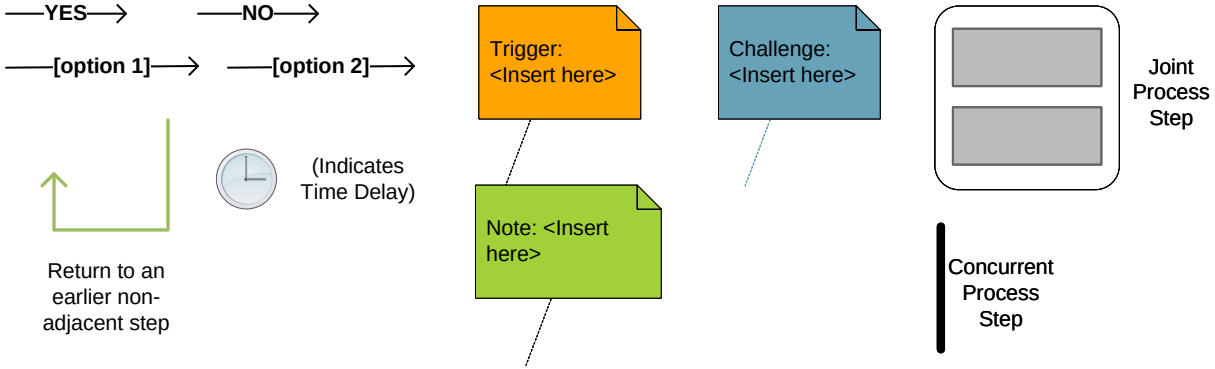
Primary Shapes



Process Inputs, Outputs, Relays or Handoffs

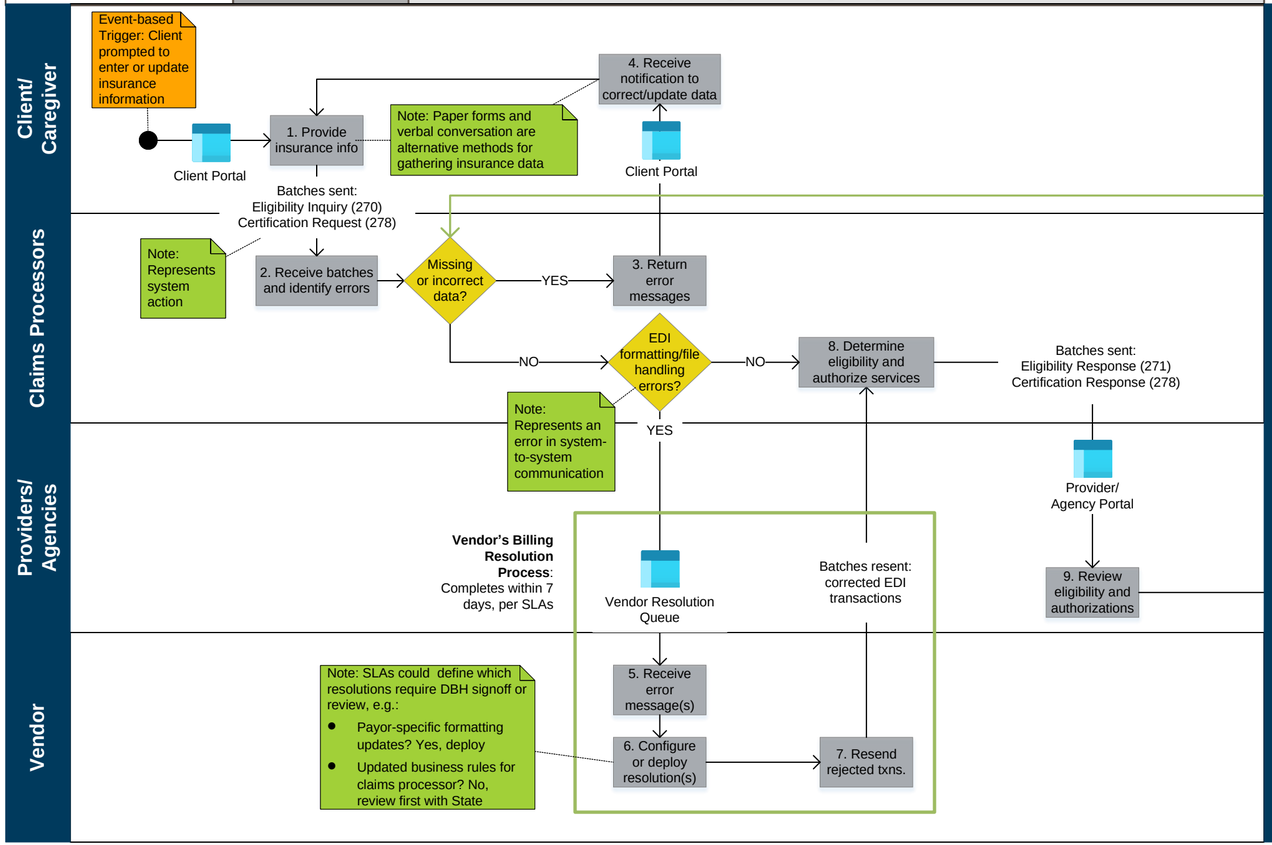


Additional Tools



State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: Client Eligibility and Service Authorization



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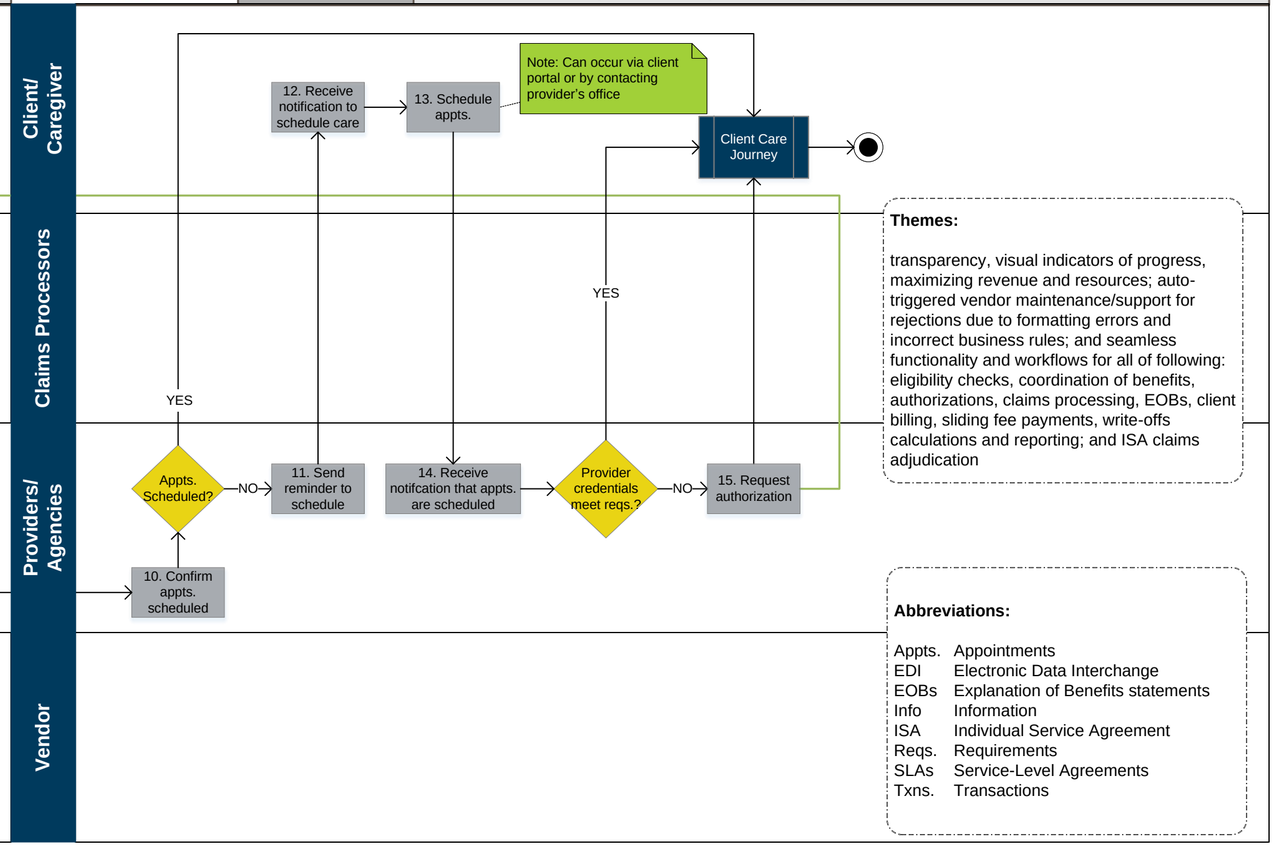
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Client Eligibility and Service Authorization



Themes:

transparency, visual indicators of progress, maximizing revenue and resources; auto-triggered vendor maintenance/support for rejections due to formatting errors and incorrect business rules; and seamless functionality and workflows for all of following: eligibility checks, coordination of benefits, authorizations, claims processing, EOBs, client billing, sliding fee payments, write-offs calculations and reporting; and ISA claims adjudication

Abbreviations:

Appts.	Appointments
EDI	Electronic Data Interchange
EOBs	Explanation of Benefits statements
Info	Information
ISA	Individual Service Agreement
Reqs.	Requirements
SLAs	Service-Level Agreements
Txns.	Transactions

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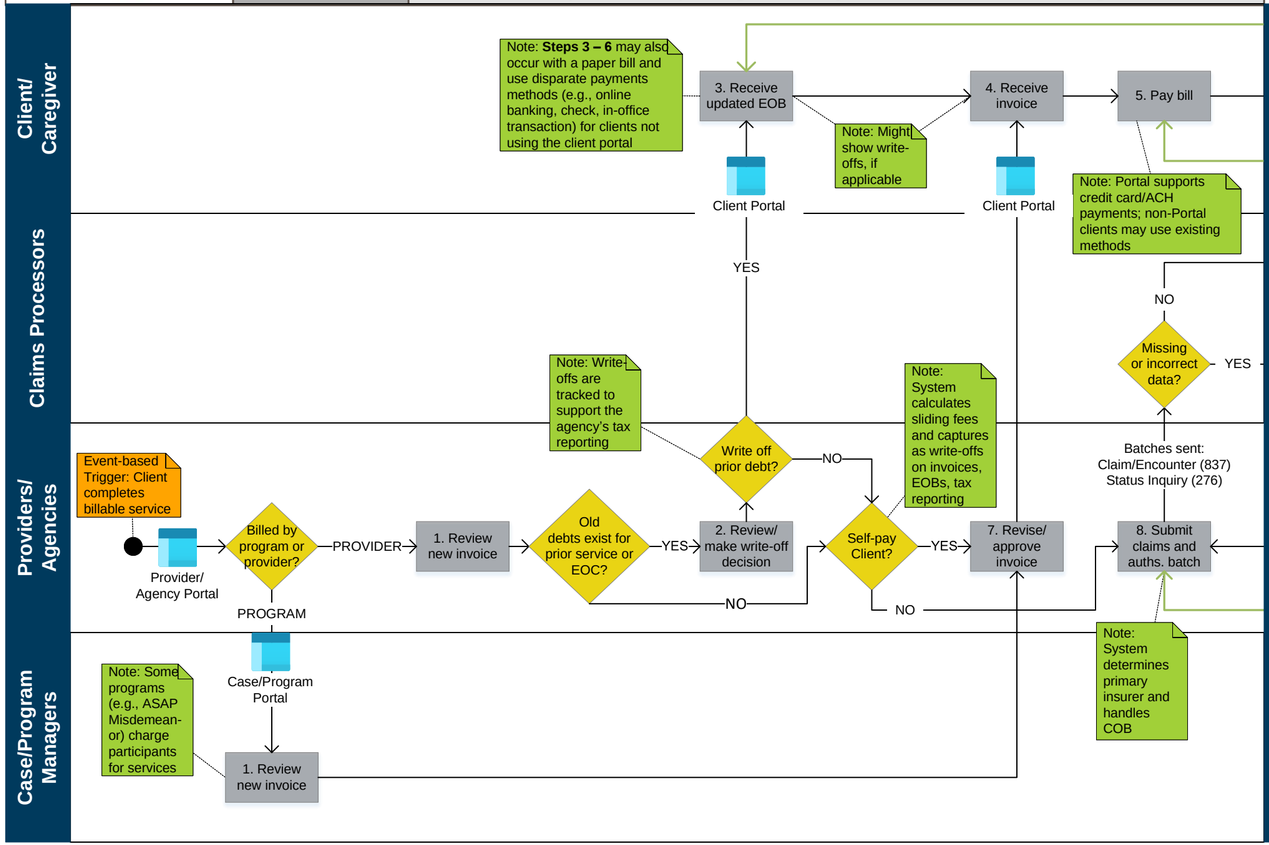
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: Client Payments and Claims Processing



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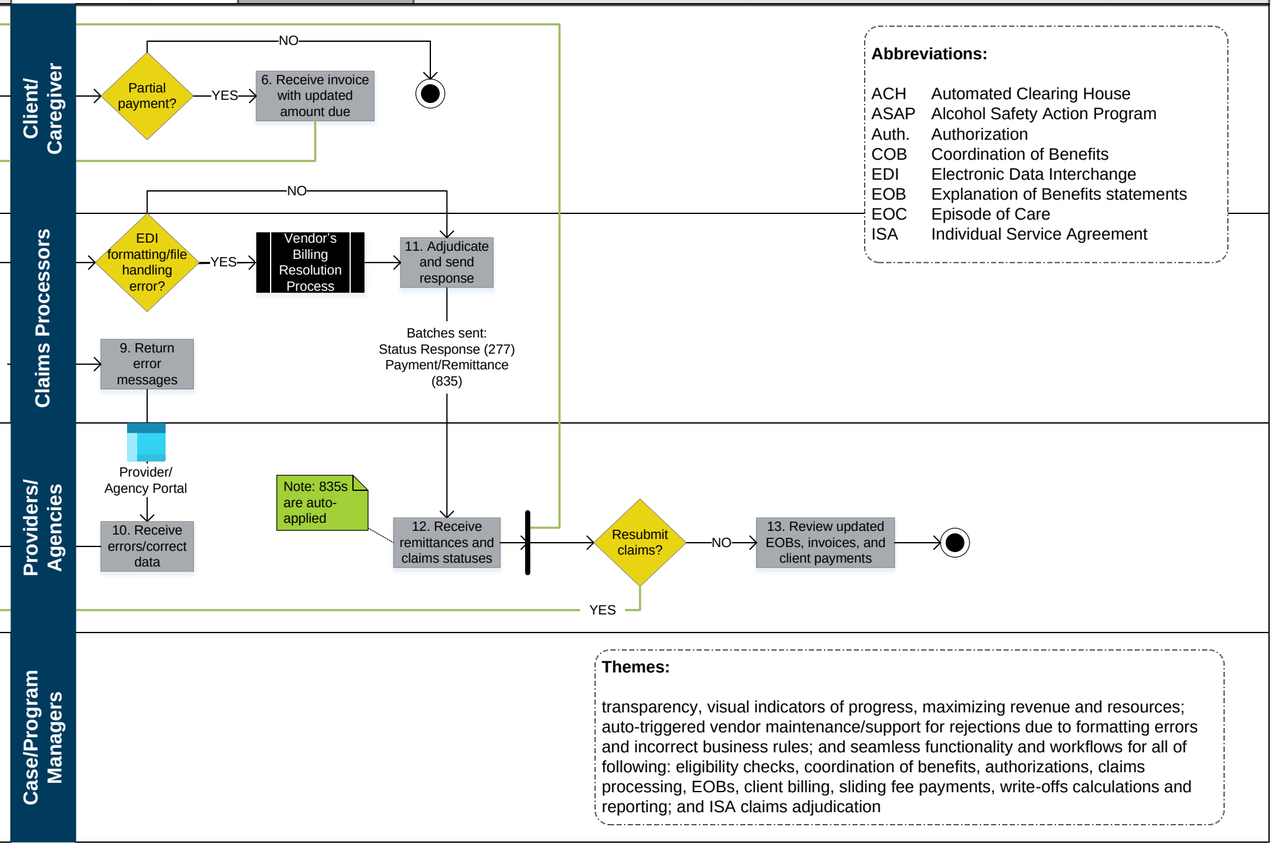
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: Client Payments and Claims Processing



Abbreviations:

ACH	Automated Clearing House
ASAP	Alcohol Safety Action Program
Auth.	Authorization
COB	Coordination of Benefits
EDI	Electronic Data Interchange
EOB	Explanation of Benefits statements
EOC	Episode of Care
ISA	Individual Service Agreement

Themes:

transparency, visual indicators of progress, maximizing revenue and resources; auto-triggered vendor maintenance/support for rejections due to formatting errors and incorrect business rules; and seamless functionality and workflows for all of following: eligibility checks, coordination of benefits, authorizations, claims processing, EOBs, client billing, sliding fee payments, write-offs calculations and reporting; and ISA claims adjudication

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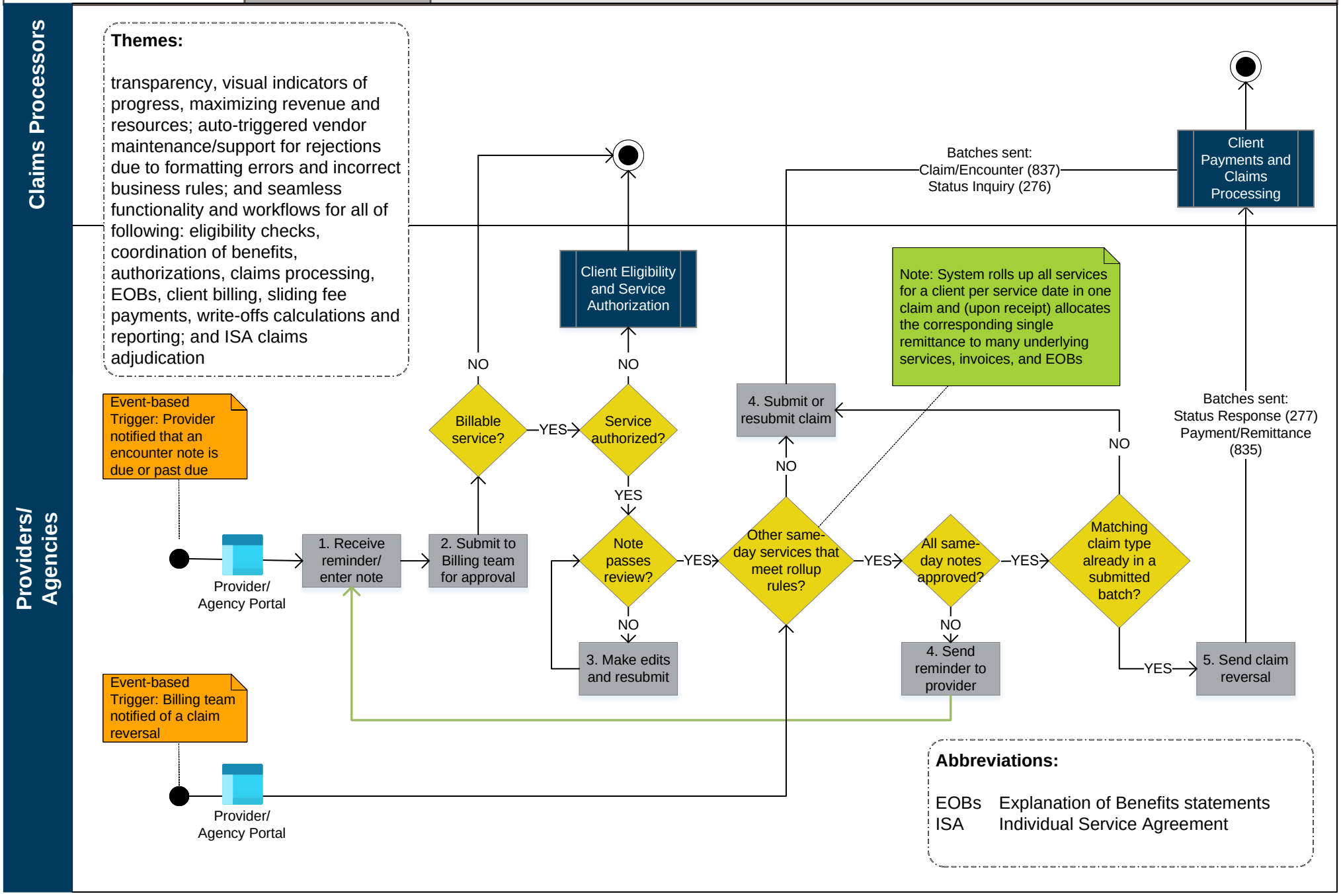
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: Claim Rollups and Reversals



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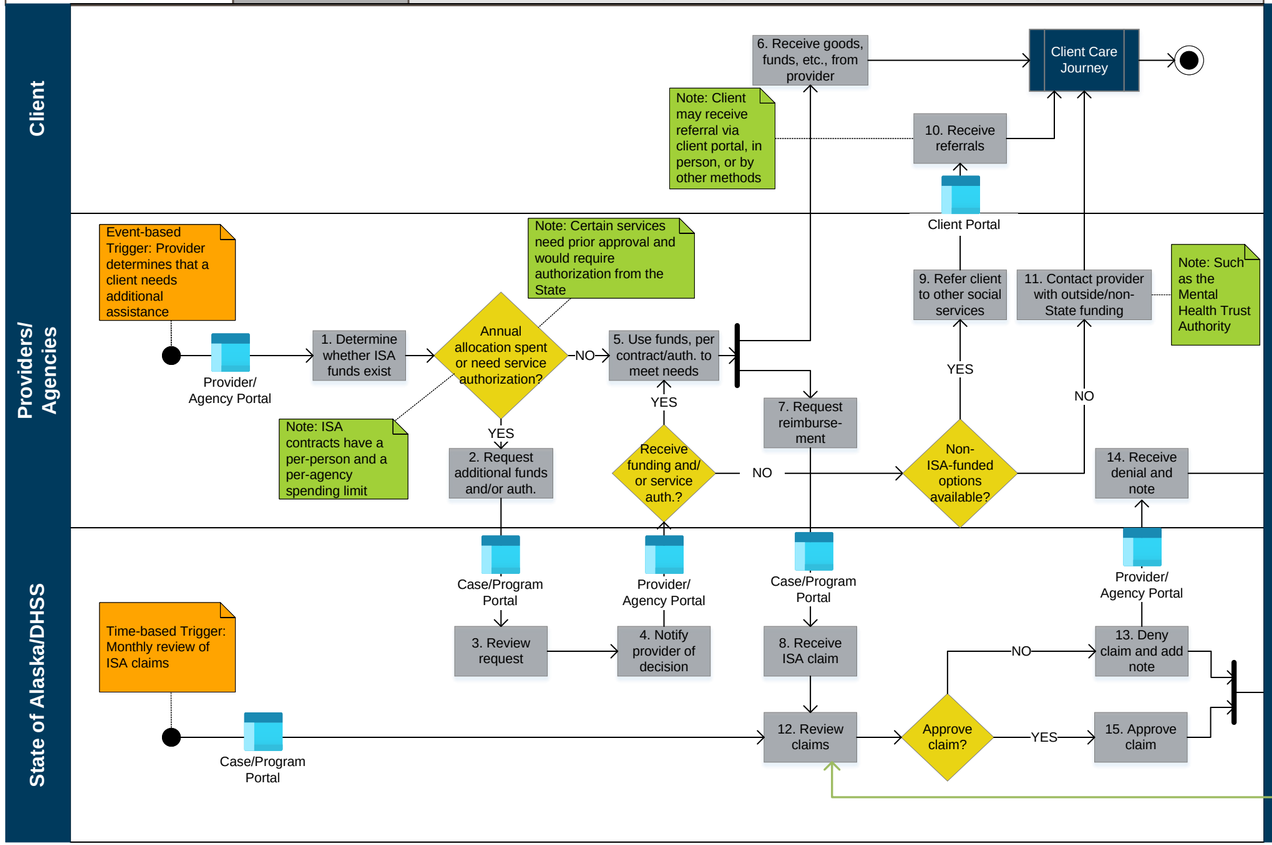
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: ISA Authorizations and Claims Adjudication



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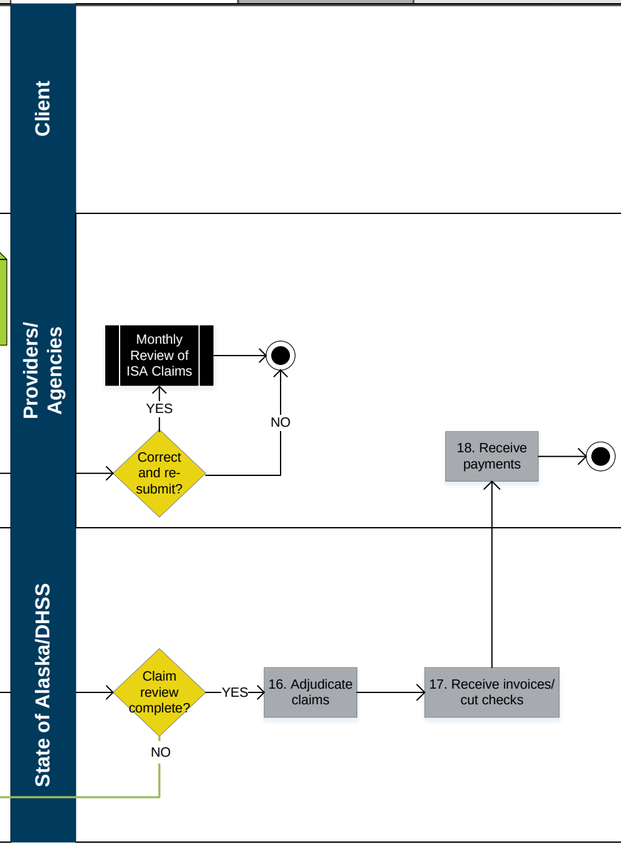
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Billing: ISA Authorizations and Claims Adjudication



Themes:

transparency, visual indicators of progress, maximizing revenue and resources; auto-triggered vendor maintenance/support for rejections due to formatting errors and incorrect business rules; and seamless functionality and workflows for all of following: eligibility checks, coordination of benefits, authorizations, claims processing, EOBs, client billing, sliding fee payments, write-offs calculation and reporting; and ISA claims adjudication

Abbreviations:

Auth.	Authorization
EOBs	Explanation of Benefits statements
ISA	Individual Service Agreement

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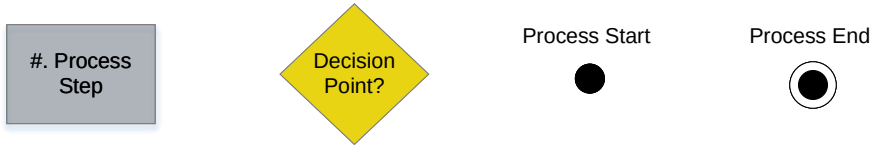
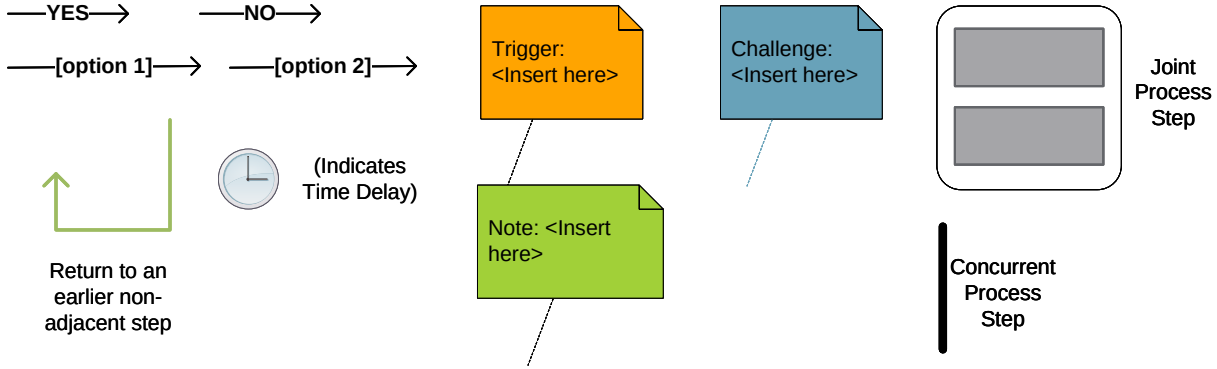
Business Process Legend

Primary Shapes



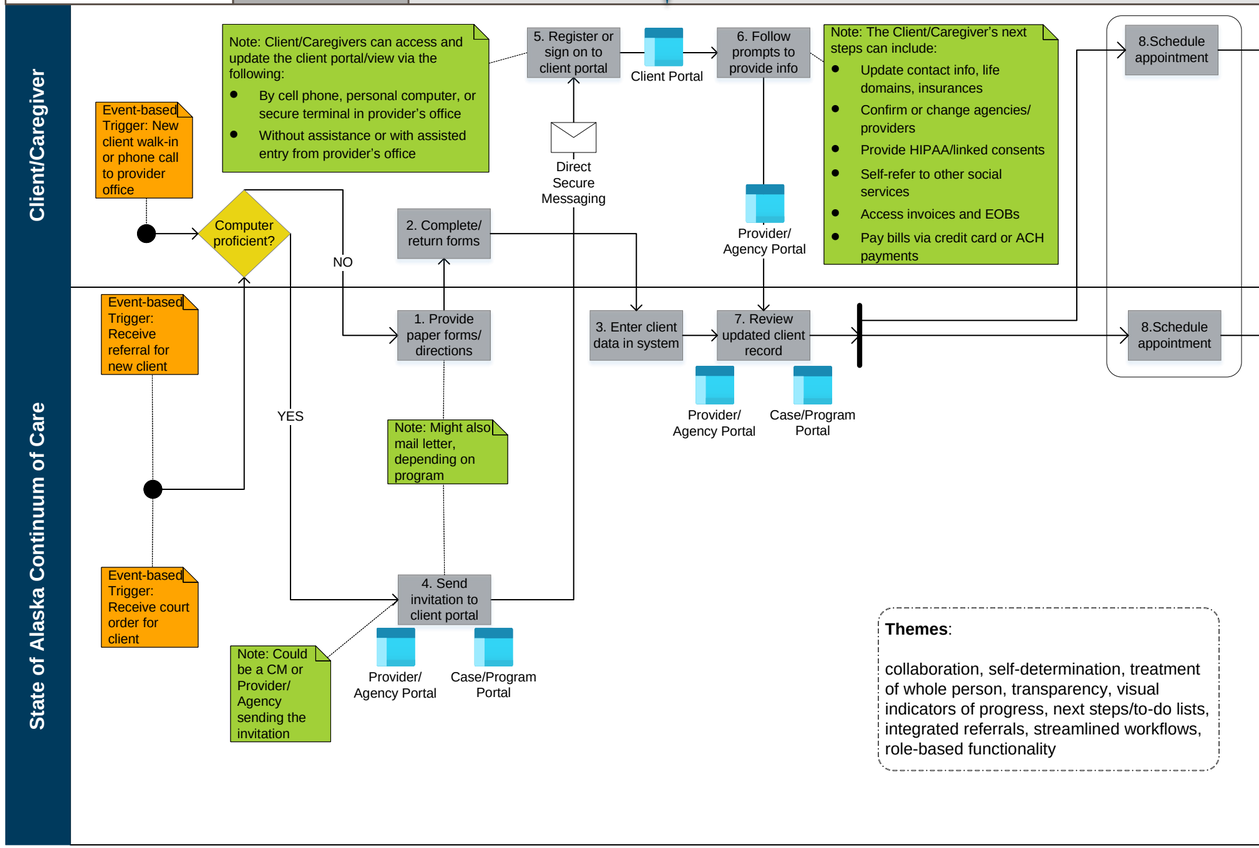
Process Inputs, Outputs, Relays or Handoffs

Additional Tools



State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Client Care Journey



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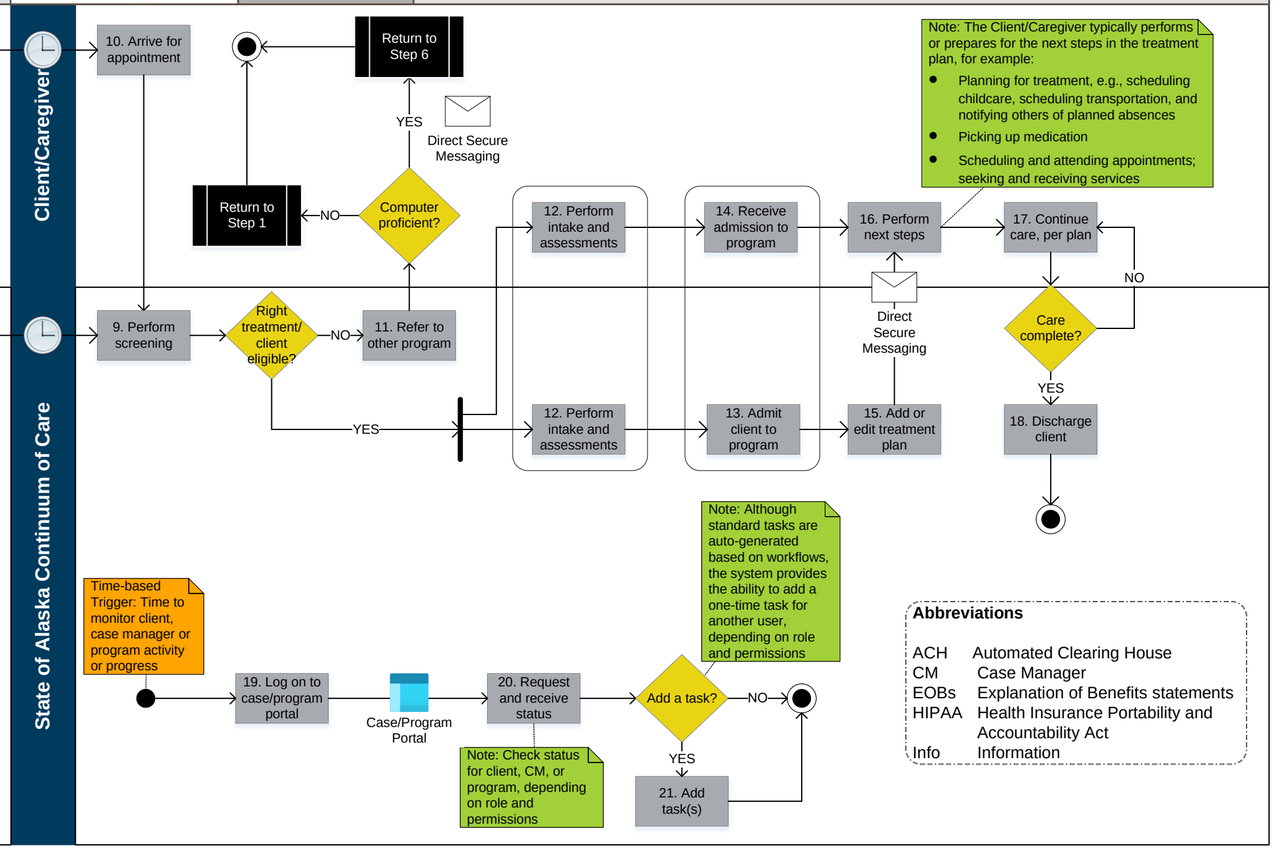
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Client Care Journey



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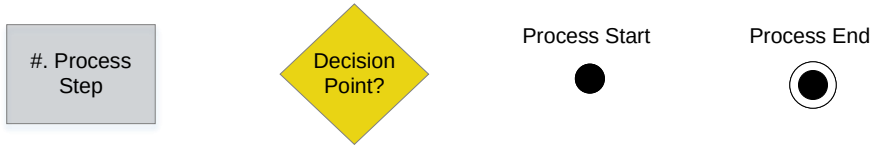
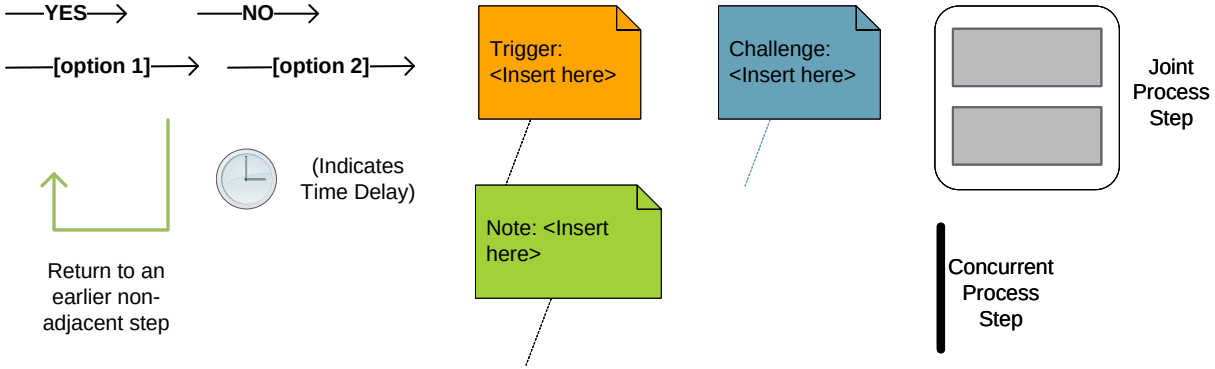
Business Process Legend

Primary Shapes



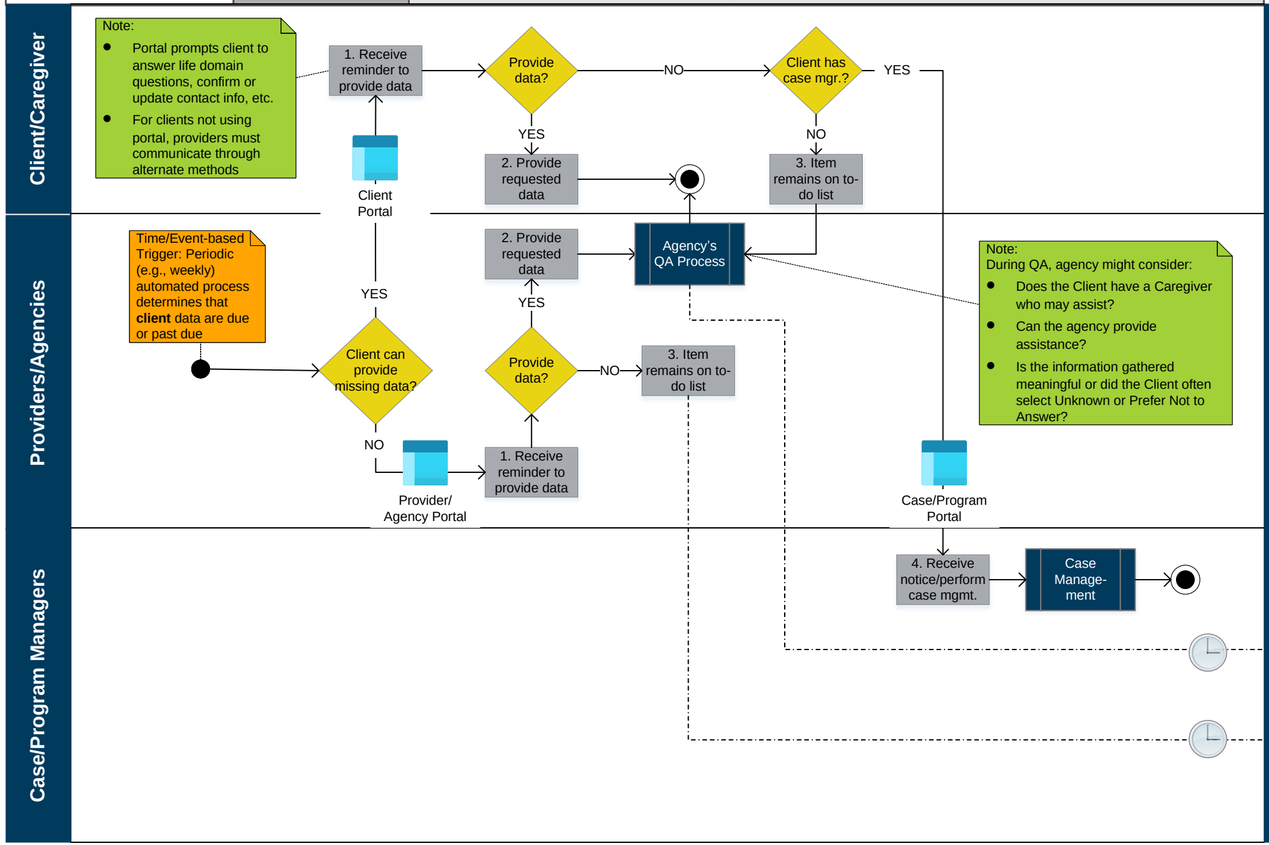
Process Inputs, Outputs, Relays or Handoffs

Additional Tools



State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: Data Completion Checks for Client-Level Data



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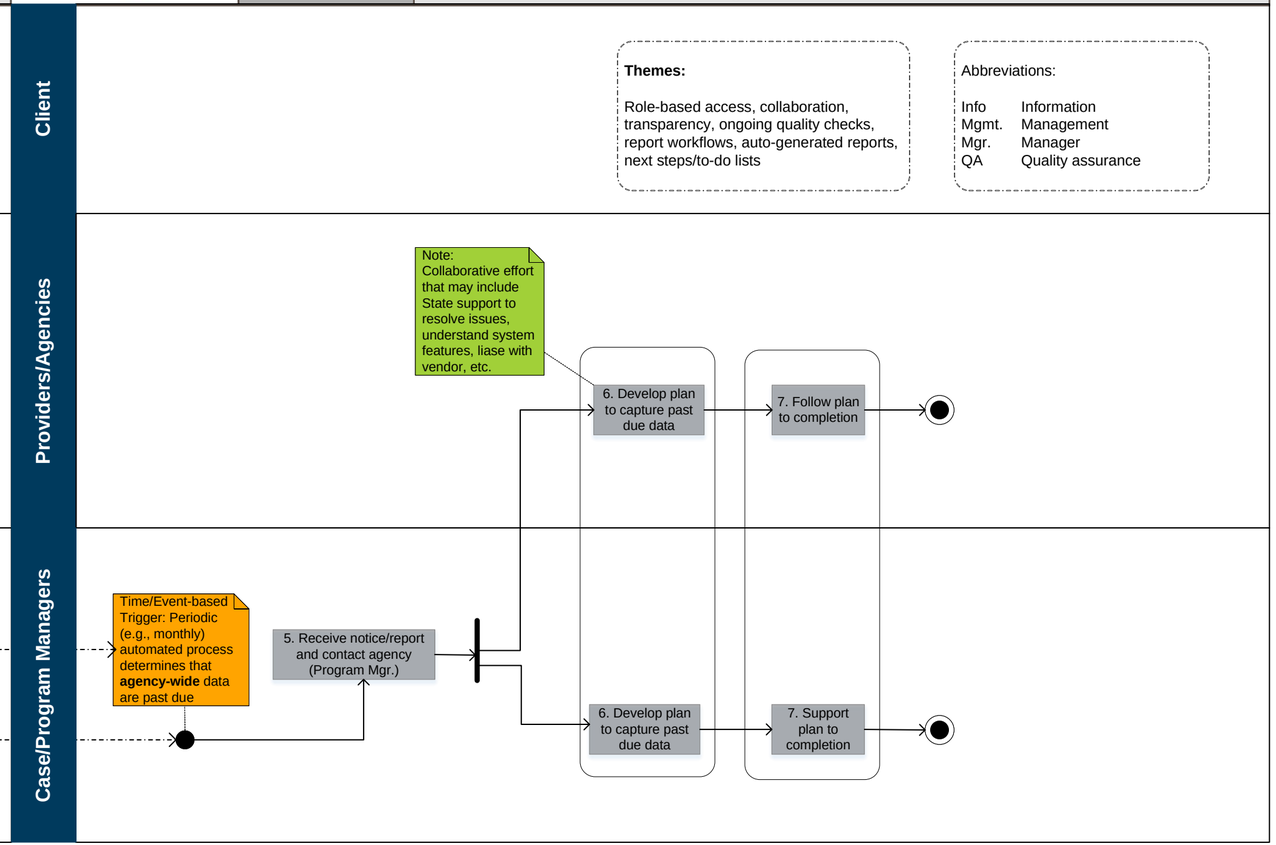
Page 2 of 2

State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: Data Completion Checks for Client-Level Data



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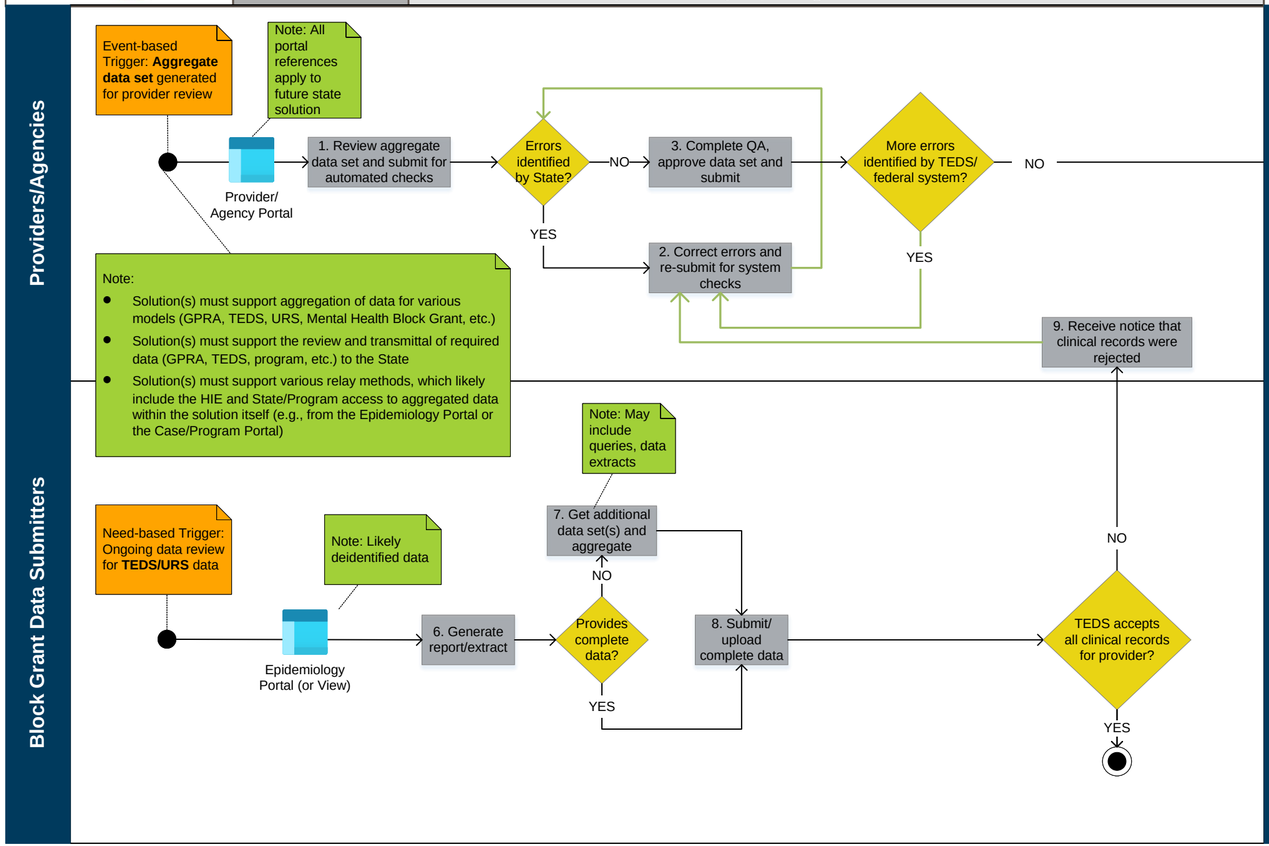
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: External Data Submission



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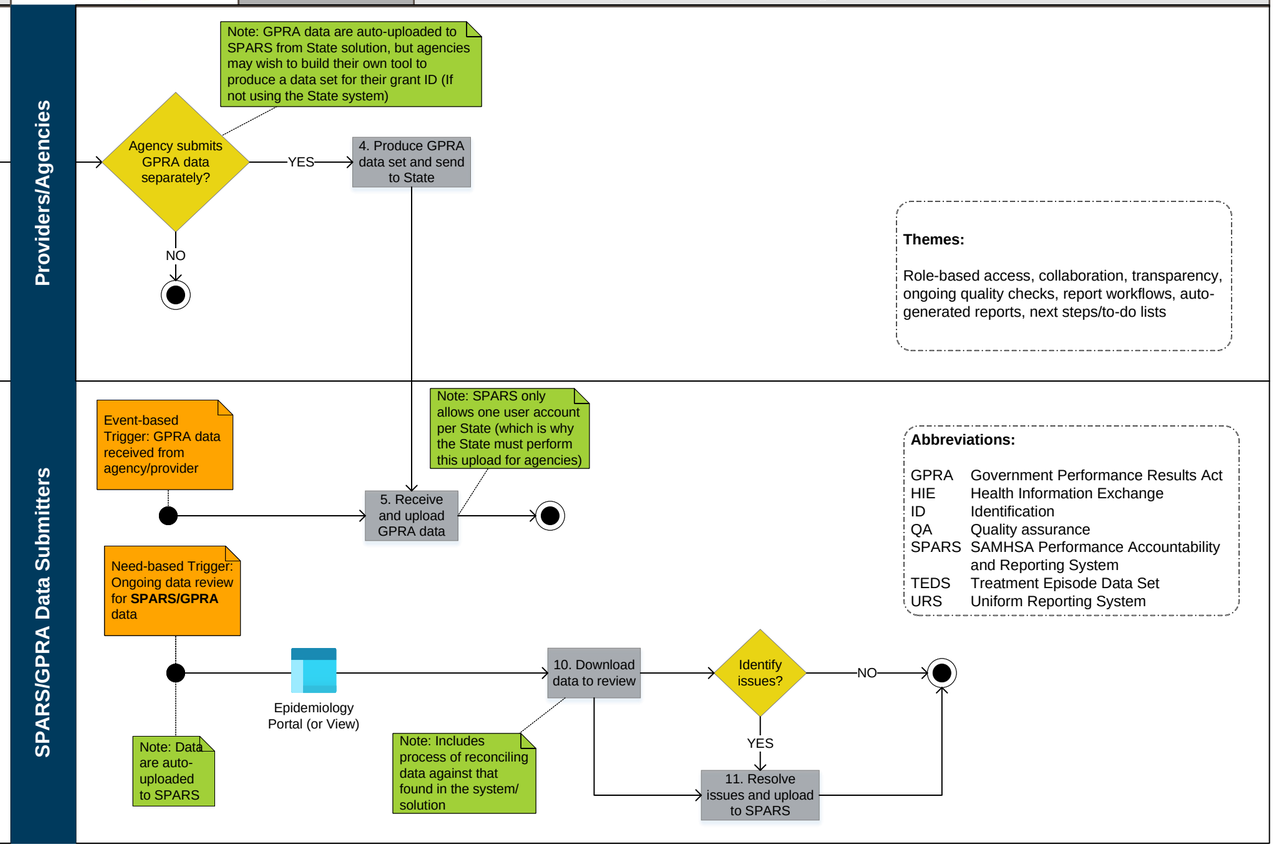
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: External Data Submission



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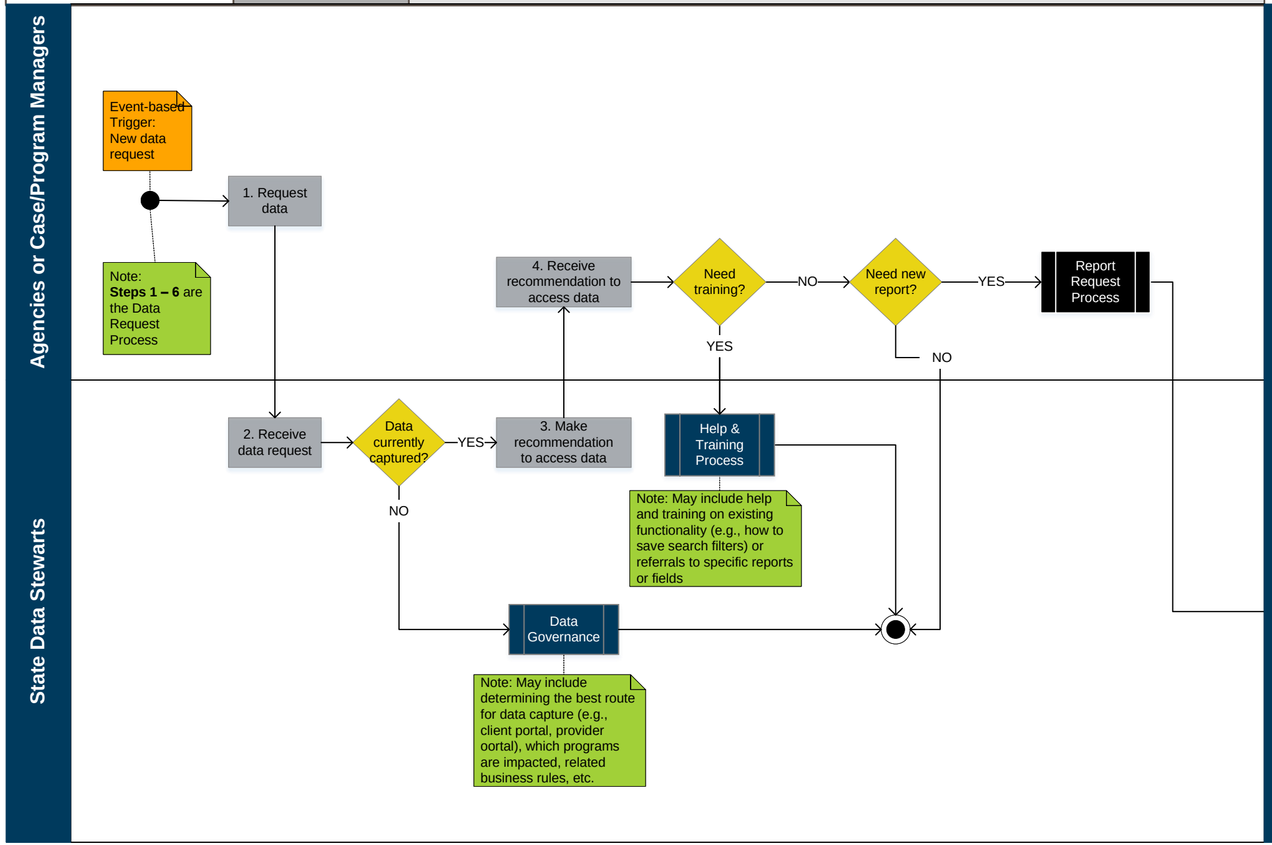
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: Data and Report Requests



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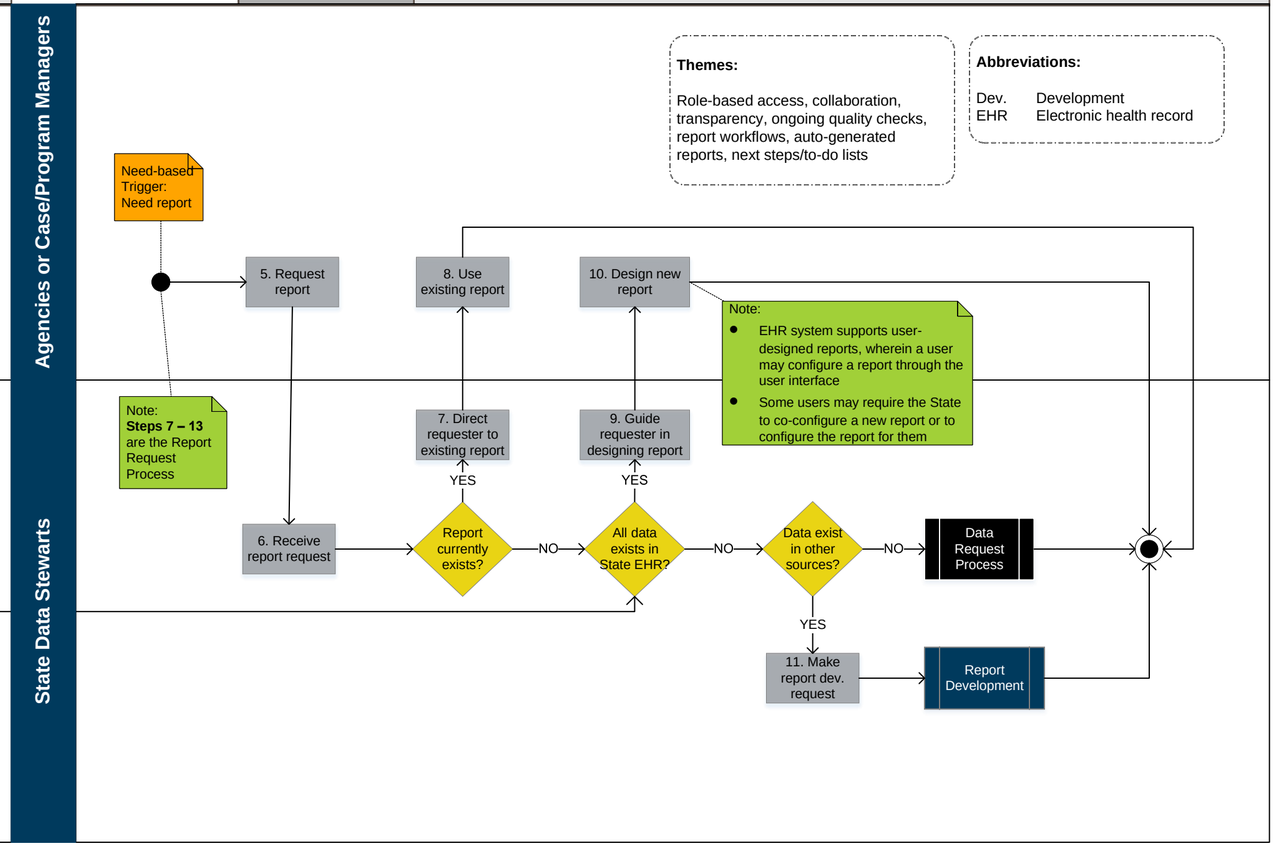
State of Alaska Department of Health and Social Services (DHSS)
Division of Behavioral Health (DBH)

Business Process: (Future State) Reporting: Data and Report Requests



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