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#### **CLAIMS FILING**

Hard copy billing of Greater New Orleans Community Health Connection services are billed on the paper CMS-1500 (02/12) claim form or electronically on the 837P Professional transaction. Instructions in this appendix are for completing the CMS-1500; however, the same information is required when billing claims electronically. Items to be completed are listed as **required**, **situational** or **optional**.

**Required** information must be entered in order for the claim to process. Claims submitted with missing or invalid information in these fields will be returned unprocessed to the provider with a rejection letter listing the reason(s) the claims are being returned or will be denied through the system. These claims cannot be processed until corrected and resubmitted by the provider.

**Situational** information may be required (but only in certain circumstances as detailed in the instructions that follow).

Paper claims should be submitted to:

Molina Medicaid Solutions P.O. Box 91020 Baton Rouge, LA 70821

Services may be billed using:

- The rendering provider's individual provider number as the billing provider number for independently practicing providers, or
- The group provider number as the billing provider number and the individual rendering provider number as the attending provider when the individual is working through a 'group/clinic' practice.

**NOTE:** Electronic claims submission is the preferred method for billing. (See the EDI Specifications located on the Louisiana Medicaid web site at <a href="https://www.lamedicaid.com">www.lamedicaid.com</a>, directory link "HIPAA Information Center, sub-link "5010v of the Electronic Transactions" – 837P Professional Guide.)

This appendix includes the following:

- Instructions for completing the CMS 1500 claim form and a sample of a completed CMS-1500 claim form.
- Instructions for adjusting/voiding a claim and a sample of an adjusted CMS 1500 claim form.

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## **Specialty Care Reporting**

GNOCHC primary care encounter payments are computed to allow for specialty physician services, specialty laboratory and radiology services. It is required that GNOCHC providers (excluding LSU Interim Public Hospital and behavioral health-only providers) report their direct expenditures related to payment for these types of services.

Providers must use procedure code T2025 on the first line of the claim with a \$0 charge to designate that this is only to report expenses. The following claim lines will use individual Healthcare Common Procedure Coding System (HCPCS) and Current Procedural Terminology (CPT) codes and the actual cost incurred by the provider. Even though these services will be processed as a claim, providers will not receive additional payments as a result of submission. Upon claims adjudication, providers should only be concerned about the T2025 code being approved. (See Appendix E, page 17, for a list of applicable HCPCS and CPT codes under Specialty Services.)

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## CMS 1500 BILLING INSTRUCTIONS FOR GREATER NEW ORLEANS COMMUNITY HEALTH CONNECTION SERVICES

Locator#	Description	Instructions	Alerts
1	Medicare / Medicaid / Tricare Champus / Champva / Group Health Plan / Feca Blk Lung	<b>Required</b> Enter an "X" in the box marked Medicaid (Medicaid #).	GNOCHC providers should mark the Medicaid indicator.
1a	Insured's I.D. Number	Required – Enter the recipient's 13 digit GNOCHC ID number exactly as it appears when checking recipient eligibility through MEVS, eMEVS, or REVS. NOTE: The recipients' 13-digit ID number must be used to bill claims. The CCN number from the plastic ID card is NOT acceptable. The ID number must match the recipient's name in Block 2.	The 13-digit GNOCHC number and the 13-digit Medicaid number are the same number.
2	Patient's Name	<b>Required</b> – Enter the recipient's last name, first name, middle initial.	
3	Patient's Birth Date	Optional – Enter the recipient's date of birth using six (6) digits (MM DD YY). If there is only one digit in this field, precede that digit with a zero (for example, 01 02 07).	
	Sex	Enter an "X" in the appropriate box to show the sex of the recipient.	
4	Insured's Name	Leave Blank	
5	Patient's Address	Leave Blank	
6	Patient Relationship to Insured	Leave Blank	
7	Insured's Address	Leave Blank	
8	RESERVED FOR NUCC USE	Leave Blank	

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Locator#	Description	Instructions	Alerts
9	Other Insured's Name	Leave Blank	
9a	Other Insured's Policy or Group Number	Leave Blank	
9b	RESERVED FOR NUCC USE	Leave Blank	
9c	RESERVED FOR NUCC USE	Leave Blank	
9d	Insurance Plan Name or Program Name	Leave Blank	
10	Is Patient's Condition Related To:	Situational – Complete if the services are related to the patient's employment, an auto	
a. b. c.	Employment Auto Accident Other Accident	accident or another type of accident.	
11	Insured's Policy Group or FECA Number	Leave Blank	
11a	Insured's Date of Birth	Leave Blank	
	Sex		
11b	OTHER CLAIM ID (Designated by NUCC)	Leave Blank	
11c	Insurance Plan Name or Program Name	Leave Blank	
11d	Is There Another Health Benefit Plan?	Leave Blank	

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Locator#	Description	Instructions	Alerts
12	Patient's or Authorized Person's Signature (Release of Records)	Leave Blank	
13	Patient's or Authorized Person's Signature (Payment)	Leave Blank	
14	Date of Current Illness / Injury / Pregnancy	Leave Blank	
15	OTHER DATE	Leave Blank	
16	Dates Patient Unable to Work in Current Occupation	Leave Blank	
17	Name of Referring Provider or Other Source	Optional – Enter the Rendering Provider ID for reporting purposes or leave blank	
17a	Unlabelled	Leave Blank	
17b	NPI	Leave Blank	
18	Hospitalization Dates Related to Current Services	Situational – Complete if appropriate or leave blank	
19	ADDITIONAL CLAIM INFORMATION (Designated by NUCC)	Leave Blank.	
20	Outside Lab?	Leave Blank	

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Locator#	Description	Instructions	Alerts
	ICD Ind.	Required Enter the applicable ICD indicator to identify which version of ICD coding is being reported between the vertical, dotted lines in the upper right-hand portion of the field.  9 ICD-9-CM 0 ICD-10-CM	The most current and specific diagnosis code(s) must be entered.
21	Diagnosis or Nature of Illness or Injury	<b>Required</b> Enter the most current ICD-9 numeric diagnosis code and, if desired, narrative description.	Louisiana Medicaid currently accepts ICD-9-CM codes. The acceptance of
		NOTE: The ICD-9-CM "E" and "M" series diagnosis codes are not part of the current diagnosis file and should not be used when completing claims to be submitted to Medicaid.	ICD-10-CM codes will be announced at a later date.
22	Resubmission Code	Situational – If filing an adjustment or void, enter an "A" for an adjustment or a "V" for a void as appropriate AND one of the appropriate reason codes for the adjustment or void in the "Code" portion of this field.  Enter the internal control number from the paid claim line as it appears on the remittance advice in the "Original Ref. No." portion of this field.  Appropriate reason codes follow:  Adjustments  01 = Third Party Liability Recovery  02 = Provider Correction  03 = Fiscal Agent Error  90 = State Office Use Only – Recovery  99 = Other  Voids  10 = Claim Paid for Wrong Recipient	Effective with date of processing 5/19/14 providers currently using the proprietary 213 Adjustment/Void forms will be required to use the CMS 1500 (02/12).  To adjust or void more than one claim line on a claim, a separate form is required for each claim line since each line has a different internal
23	Prior Authorization Number	11 = Claim Paid for Wrong Provider 00 = Other  Leave Blank	control number.

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Locator#	Description	Instructions	Alerts
24	Supplemental Information	Situational – Applies to the detail lines for drugs and biologicals only.  In addition to the procedure code, the National Drug Code (NDC) is required by the Deficit Reduction Act of 2005 for physician-administered drugs and shall be entered in the shaded section of 24A through 24G. Claims for these drugs shall include the NDC from the label of the product administered.  To report additional information related to HCPCS codes billed in 24D, physicians and other providers who administer drugs and biologicals must enter the Qualifier N4 followed by the NDC. Do not enter a space between the qualifier and the NDC. Do not enter hyphens or spaces within the NDC.  Providers should then leave one space then enter the appropriate Unit Qualifier (see below) and the actual units administered in NDC UNITS. Leave three spaces and then enter the brand name as the written description of the drug administered in the remaining space.  The following qualifiers are to be used when reporting NDC units:  F2 International Unit ML Milliliter GR Gram UN Unit	All GNOCHC providers who administer drugs and biologicals must enter this drug-related information in the SHADED section of 24A – 24G of the appropriate detail line(s) for the drug or biological – not the encounter line.  This information must be entered in addition to the procedure code(s) for all GNOCHC providers.  Please refer to the NDC Q&A information posted on lamedicaid.com for more details concerning NDC units versus service units and entry of NDC numbers with less than 11 digits.

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Locator#	Description	Instructions	Alerts
		<b>Required</b> Enter the date of service for each procedure.	Six-digit or 8-digit dates can be used on paper claims.
24A	Date(s) of Service	Either six-digit (MM DD YY) or eight-digit (MM DD YYYY) format is acceptable.	Only 8-digit dates can be used for electronic (EDI) claims.
24B	Place of Service	<b>Required</b> Enter the appropriate place of service code for the services rendered.	Claims submitted with no Place of Service Code will deny.
24C	EMG	Leave Blank	
		Required Enter the procedure code(s) for services rendered.  Enter the GNOCHC Specialty Care Services encounter procedure code on the first line:	The encounter code must be present on the claim, accompanied by at least one detail line for a covered service. All services should be included as detail
24D	Procedures, Services, or Supplies	Encounter Code = T2025 Enter for Specialty Care Services In addition to the encounter code, it is necessary to indicate on subsequent lines the specific services provided by entering the individual procedure code and description for each service rendered.	lines.  If the detail line is for drugs or biologicals, entering the appropriate information from Block 24 is required.
		Report in the encounter each CPT code for covered services ordered by the participating provider and provided to the enrollee, whether provided directly by the participating provider or indirectly by referral and paid for by the participating provider (i.e., lab, radiology and specialty services	When specialty care services are reported (T2025), the encounter should be billed with "0" charges and the detail lines should be billed with the actual incurred fee for each service as charges.

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Locator#	Description	Instructions	Alerts
24E	Diagnosis Pointer	Required – Indicate the most appropriate diagnosis for each procedure by entering the appropriate reference letter ("A", "B", etc.) in this block.	
		More than one diagnosis/reference number may be related to a single procedure code.	
24F	\$Charges	Required – When specialty care services are billed (T2025), the encounter should be billed with "0" Charges and the detail lines should be billed with the actual fee for each service as Charges	Use of encounter code T2025 is solely to report specialty care expenses incurred as required by the GNOCHC program.  Providers should not expect direct compensation for any expenses listed.
24G	Days or Units	<b>Required</b> Enter the number of units billed for the procedure code entered on the same line in 24D	Please refer to the NDC Q&A information posted on lamedicaid.com for more details concerning NDC units versus service units.
24H	EPSDT Family Plan	Leave Blank	
24I	I.D. Qual.	<b>Optional -</b> The I.D. Qualifier indicates what type of identifying provider number is being entered in 24J.	This field can be left blank for GNOCHC.

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Locator#	Description	Instructions	Alerts
24J	Rendering Provider I.D. #	Required - Enter the GNOCHC Provider ID in the shaded portion of the block.  Entering the GNOCHC Provider's NPI in the non-shaded portion of the block.	An attending provider number/NPI must be entered.  Enter the GNOCHC billing provider number/NPI as the attending provider.
25	Federal Tax I.D. Number	Optional.	
26	Patient's Account No.	Situational – Enter the provider specific identifier assigned to the recipient. This number will appear on the Remittance Advice (RA). It may consist of letters and/or numbers and may be a maximum of 20 characters.	
27	Accept Assignment	Leave Blank - Claim filing acknowledges acceptance of Medicaid assignment.	
28	Total Charge	<b>Required</b> – Enter the total of all charges listed on the claim.	
29	Amount Paid	Leave Blank	
30	Rsvd for NUCC use	Leave Blank.	
31	Signature of Physician or Supplier Including Degrees or Credentials Date	Optional – The practitioner or the practitioner's authorized representative's original signature is no longer required.  Required Enter the date of the signature.	It is no longer necessary for providers to sign claim forms submitted to legacy Medicaid and Bayou Health Shared Health Plans.
32	Service Facility Location Information	Leave Blank	

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Locator#	Description	Instructions	Alerts
32a	NPI	Leave Blank	
32b	Unlabelled	Leave Blank	
33	Billing Provider Info & Ph #	<b>Required</b> Enter the provider name, address including zip code and telephone number.	
33a	NPI	<b>Required</b> – Enter the GNOCHC billing provider's NPI.	
33b	Unlabelled	Required – Enter the billing provider's 7-digit GNOCHC Provider Number.  ID Qualifier - Optional. If possible, leave	Claims will be rejected if this information is not present on the
		blank for Louisiana Medicaid billing.	claim form.

A sample form is on the following page

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### SAMPLE GNOCHC CLAIM FORM SHOWING A SPECIALITY CARE ENCOUNTER

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											YES	N					9a and 9d.
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NAME OF REFE	RRING PROVI	DER OR	OTHER S	OURCE			••••					ZATION D	DATES	RELATI	EDTOC	URREN	T SERVICES DD YY
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### **ADJUSTMENTS AND VOIDS**

An adjustment or void may be submitted electronically or by using the CMS-1500 (02/12) form.

Only a paid claim can be adjusted or voided. Denied claims must be corrected and resubmitted – not adjusted or voided.

Only one claim line can be adjusted or voided on each adjustment/void form.

For those claims where multiple services are billed and paid by service line, a separate adjustment/void form is required for each claim line if more than one claim line on a multiple line claim form must be adjusted or voided.

The provider should complete the information on the **adjustment** exactly as it appeared on the original claim, **changing only the item(s) that was in error and noting the reason for the change in the space provided on the claim**.

If a paid claim is being voided, the provider must enter all the information on the **void** from the original claim exactly as it appeared on the original claim. After a voided claim has appeared on the Remittance Advice, a corrected claim may be resubmitted (if applicable).

Only the paid claim's most recently approved control number (ICN) can be adjusted or voided; thus:

- If the claim has been successfully adjusted previously, the most current ICN (the ICN of the adjustment) must be used to further adjust the claim or to void the claim.
- If the claim has been successfully voided previously, the claim must be resubmitted as an original claim. The ICN of the voided claim is no longer active in claims history.

If a paid claim must be adjusted, almost all data can be corrected through an adjustment with the exception of the Provider Identification Number and the Recipient/Patient Identification Number. Claims paid to an incorrect provider number or for the wrong Medicaid recipient cannot be adjusted. They must be voided and corrected claims submitted.

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#### Adjustments/Voids Appearing on the Remittance Advice

When an Adjustment/Void Form has been processed, it will appear on the Remittance Advice under *Adjustment or Voided Claim*. The adjustment or void will appear first. The original claim line will appear in the section directly beneath the Adjustment/Void section.

The approved adjustment will replace the approved original and will be listed under the "Adjustment" section on the RA. The original payment will be taken back on the same RA and appear in the "Previously Paid" column.

When the void claim is approved, it will be listed under the "Void" column of the RA.

An Adjustment/Void will generate Credit and Debit Entries which appear in the Remittance Summary on the last page of the Remittance Advice.

A sample form is on the following page

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### SAMPLE GNOCHC CLAIM FORM VOID

EALTH INSURANCE CLAIM FOR							
PROVED BY NATIONAL UNIFORM CLAIM COMMITTE							
PICA							PICA
MEDICARE MEDICAID TRICARE	CHAMPVA	GROUP HEALTH	FEO LPLAN BLI	KLUNG	1a. INSURED'S I.D. NUME	BER (For Pro	gram in Item 1)
(Medicare #) X (Medicaid #) (ID#/DoD#)	(Member IC	O#) (ID#)	(ID	#) (ID#)	1234567891234		
PATIENT'S NAME (Last Name, First Name, Middle Init	ial)	3. PATIENT'S B	YY YY	SEX	4. INSURED'S NAME (Las	st Name, First Name, Middle Initia	al)
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пү	STATE	8. RESERVED F	FOR NUCC USE	E	СПҮ		STATE
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( )						( )	
OTHER INSURED'S NAME (Last Name, First Name, M	Aiddle Initial)	10. IS PATIENT	T'S CONDITION	RELATED TO:	11. INSURED'S POLICY G	GROUP OR FECA NUMBER	
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			YES	NO	MM DD	M M	F
RESERVED FOR NUCC USE		b. AUTO ACCIE		PLACE (State)	b. OTHER CLAIM ID (Des	ignated by NUCC)	
			YES	NO			
RESERVED FOR NUCC USE		c. OTHER ACC	IDENT?		c. INSURANCE PLAN NAI	ME OR PROGRAM NAME	
		404 BETTE	YES	NO			
NSURANCE PLAN NAME OR PROGRAM NAME		10d. RESERVE	D FOR LOCAL	USE	d. IS THERE ANOTHER H		
READ BACK OF FORM BEFO	DE COMPLETING	8 SIGNING THE	e codu		YES NO	If yes, complete items 9, 9a IORIZED PERSON'S SIGNATUR	
PATIENT'S OR AUTHORIZED PERSON'S SIGNATUR to process this claim. I also request payment of government	RE I authorize the	release of any m	nedical or other i			nefits to the undersigned physicia	
below.	Relit Delicato ettilei ti	o my sen or to me	party with accep	us assignment	services described bero	ow.	
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NAME OF REFERRING PROVIDER OR OTHER SOL	71b.	NPI	PLE	ONL	18. HOSPITALIZATION DA FROM DO 20. OUTSIDE LAB?	TO \$ CHARGES	
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NAME OF REFERRING PROVIDER OR OTHER SOL  ADDITIONAL CLAIM INFORMATION (Design afted by  DIAGNOSIS OR NATURE OF ILLNESS OR INJURY  1736 . 71 B.    F.    J.    DATE(S) OF SERVICE B. From To PLACE OF	71b.  NUCC)  Relate A-L to ser  C  G  K  D.POCCE (Expl	DURES, SERVICI	_ D H L. CES, OR SUPPlourstances)	LIES E. DIAGNOSIS	18. HOSPITALIZATION DA FROM 20 PROM 20	S CHARGES ORIGINAL REF. NO. 4092156789100 ON NUMBER	SERVICES  J. RENDERING
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