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APPENDIX C: CLAIMS FILING

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CLAIMS FILING

Greater New Orleans Community Health Connection services are billed on the CMS-1500 claim form or electronically in the 837P transaction. Items to be completed are either **required** or **situational**.

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).

Claims should be submitted to:

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

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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 | Required Enter an "X" in the box marked Medicaid (Medicaid #). | GNOCHC providers should mark the Medicaid indicator. |
| la | 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 <u>must</u> 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 | Required – Enter the recipient's last name, first name, middle initial. | |
| 3 | Patient's Birth Date Sex | 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). Enter an "X" in the appropriate box to show | |
| 4 | Insured's Name | the sex of the recipient. | |

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| Locator# | Description | Instructions | Alerts |
|----------------|---|--|--------|
| 5 | Patient's Address | Leave Blank | |
| 6 | Patient Relationship to Insured | Leave Blank | |
| 7 | Insured's Address | Leave Blank | |
| 8 | Patient Status | Leave Blank | |
| 9 | Other Insured's Name | Leave Blank | |
| 9a | Other Insured's Policy or Group Number | Leave Blank | |
| 9b | Other Insured's Date of Birth Sex | Leave Blank | |
| 9c | Employer's Name or School Name | 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 | |

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| Locator# | Description | Instructions | Alerts |
|----------|---|--------------|--------|
| 11a | Insured's Date of Birth | Leave Blank | |
| | Sex | | |
| 11b | Employer's Name or School Name | Leave Blank | |
| 11c | Insurance Plan Name or Program Name | Leave Blank | |
| 11d | Is There Another Health Benefit Plan? | Leave Blank | |
| 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 | If Patient Has Had Same or Similar Illness Give First Date | Leave Blank | |
| 16 | Dates Patient Unable to Work in Current Occupation | Leave Blank | |

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| Locator# | Description | Instructions | Alerts |
|----------|---|---|---|
| 17 | Name of Referring Provider or Other Source | 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 | Reserved for Local Use | Reserved for future use. Do not use. | Usage to be determined. |
| 20 | Outside Lab? | Leave Blank | |
| 21 | Diagnosis or Nature of Illness or Injury | Required Enter the most current ICD-9 numeric diagnosis code and, if desired, narrative description. | The most current and specific diagnosis code(s) must be entered. |
| 22 | Medicaid Resubmission Code | Leave Blank | |
| 23 | Prior Authorization Number | Leave Blank | |

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| Locator# | Description | Instructions | Alerts |
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| 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. 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 | 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). |

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| Locator# | Description | | Instructions | Alerts |
|----------|--------------------|-------------------------|---|--|
| 24A | Date(s) of Service | procedure Either six | l Enter the date of service for each e. -digit (MM DD YY) or eight-digit YYYY) format is acceptable. | Six-digit or 8-digit dates can be used on paper claims. Only 8-digit dates can be used for electronic (EDI) claims. |
| | | service co | I Enter the appropriate place of ode for the services rendered. le Place of Service Codes are: | |
| | | Code | Definition | |
| | Place of Service | 04 | Homeless Shelter | |
| | | 11 | Office | |
| | | 12 | Home | |
| | | 15 | Mobile Unit | |
| 24B | | 49 | Independent Clinic | |
| | | 50 | Federally Qualified Health Center | |
| | | 53 | Community Mental Health Center | |
| | | 57 | Non-Residential Substance Abuse Treatment Facility | |
| | | 71 | State or Local Public Health Clinic | |
| | | 72 | Rural Health Clinic | |
| | | 81 | Independent Laboratory | |
| 24C | EMG | Leave Bl | ank | |

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|----------|---|--|--|
| 24D | Procedures, Services, or Supplies | Required Enter the procedure code(s) for services rendered. The appropriate modifier must be appended to the encounter code. The primary care encounter does not have a modifier. Use TF for the Basic Behavioral Health Encounter and TG for the SMI Behavioral Health Encounter. The primary care encounter and one behavioral health encounter may be billed on the same date of service if both types of visits occur. Enter the GNOCHC encounter procedure code on the first line. Encounter Code = T1015 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. Report in the encounter each CPT code for covered services ordered by the participating provider or indirectly by referral and paid for by the participating provider (i.e., lab, radiology and specialty services | The encounter code must be present on the claim, accompanied by at least 1 detail line for a covered service. All services should be included as detail lines. If the detail line is for drugs or biologicals, entering the appropriate information from Block 24 is required. |
| 24E | Diagnosis Pointer | Required – Indicate the most appropriate diagnosis for each procedure by entering the appropriate reference number ("1", "2", etc.) in this block. More than one diagnosis/reference number may be related to a single procedure code. | |

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| Locator# | Description | Instructions | Alerts |
|----------|------------------------------|---|--|
| 24F | \$Charges | Required Enter usual and customary (U&C) charges <u>or</u> zero for detail lines. | |
| 24G | Days or Units | Required Enter the number of units billed for the procedure code entered on the same line in 24D | |
| 24H | EPSDT Family Plan | Leave Blank | |
| 24I | I.D. Qual. | Optional - The I.D. Qualifier indicates what type of identifying provider number is being entered in 24J. | This field can be left blank for GNOCHC. |
| 24J | Rendering Provider I.D. # | Required - Enter the Rendering Provider's Medicaid Provider Number in the shaded portion of the block. Entering the Rendering Provider's NPI in the non-shaded portion of the block. | |
| 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 | Required – Enter the total of all charges listed on the claim. | |

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| Locator# | Description | Instructions | Alerts |
|----------|---|---|--|
| 29 | Amount Paid | Leave Blank | |
| 30 | Balance Due | Leave Blank | |
| 31 | Signature of Physician or Supplier Including Degrees or Credentials | Required The claim form MUST be signed. The practitioner or the practitioner's authorized representative must sign the form. Signature stamps or computer-generated signatures are acceptable, but must be initialed by the practitioner or authorized representative. If this signature does not have original initials, the claim will be returned unprocessed. Required Enter the date of the signature. | The claim will be rejected if an original signature or original initial (for stamped or computer generated signatures) is not present. |
| | Service Facility | Required Enter the date of the signature. | |
| 32 | Location Information | Leave Blank | |
| 32a | NPI | Leave Blank | |
| 32b | Unlabelled | Leave Blank | |
| 33 | Billing Provider Info & Ph # | Required Enter the provider name, address including zip code and telephone number. | |
| 33a | NPI | Required – Enter the GNOCHC billing provider's NPI. | |
| 33b | Unlabelled | Required – Enter the billing provider's 7-digit GNOCHC Provider Number. | Claims will be rejected if this information is not present on the claim form. |

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| 5 PATIENT'S ADDRESS (No Street) | 6 PATIENT RELATIONSHIP TO INSURED | 7 INSUREO'S ADDRESS (No 1 | iteetj |
| C)TY 8 | TATE @ PATIENT STATUS | CITY: | STATE |
| DE CODE TELEPHONE (Indude Ania Code) | Single Married Other | | |
| () | Employed Student Student | ZIP CODE | TELEPHONE (Include Area Code) |
| 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Irstal) | 10 IS PATIENTS CONDITION RELATED TO | 11 INSURED'S POLICY GROUP | OR FECA NUMBER |
| TPL carrier code if applicable | a EMPLOYMENT? (Ourrent or Previous) | a INSURED'S DATE OF BIRTH | SEX |
| DOTHER INSURED'S DATE OF BRITH | L AUTO ACCOENT? | | N |
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| EMPLOYER'S NAME OF SCHOOL NAME | | C INSURANCE PUAN NAME OR | PROGRAM NAME |
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| to process the stam 1 also request payment of government barwets. 549875 | erther to myself or to the party who accepts assignment | services described below | |
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| 17 NAME OF REFERRING PROVIDER OR OTHER SOURCE | 17.4 | 16 HOSPITALIZATION DATES R | ELATED TO CURRENT SERVICES |
| 9 RESERVED FOR LOCAL USE | 17b NF1 | FROM | TO DD YY |
| A HEREMAED FOR LOCAL USE | | 20 OUTSIDE LABY | \$ CHARGES |
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ADJUSTMENTS AND VOIDS

Completing the 213 Adjustment/Void Form

The 213 adjustment/void form is used to adjust or void incorrect payments on the CMS-1500. These forms may be obtained from Molina Medicaid Solutions by calling Provider Relations at (800) 473-2783 or at <u>www.lamedicaid.com</u> using the Forms/Files/User Guides link. Instructions and an example of a completed 213 adjustment form are shown on the following pages.

If a claim has been paid using the 837P claim transaction, an adjustment or void may be submitted electronically or by using the Molina 213 adjustment/void form.

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

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

Only the paid claim's most recently approved control number can be adjusted or voided. For example:

- 1. A claim is approved on the remittance advice dated 07/17/2010, ICN 0266156789000.
- 2. The claim is adjusted on the remittance advice dated 12/11/2010, ICN 0035126742100.
- 3. If the claim requires further adjustment or needs to be voided, the most recently approved control number (0035126742100) and RA date (12/11/2010) must be used.

Claims paid to an incorrect provider number or for the wrong Medicaid recipient cannot be adjusted. They must be voided and corrected claims submitted.

To file an adjustment, the provider should complete the adjustment as it appears on the original claim form, changing the item that was in error to show the way the claim should have been billed. The approved adjustment will replace the approved original and will be listed under the "adjustment" column on the RA. The original payment will be taken back on the same RA in the "previously paid" column. An example of an adjustment appears within this document.

To file a void, the provider must enter all the information from the original claim exactly as it appeared on the original claim. When the void claim is approved, it will be listed under the "void" column of the RA and a corrected claim may be submitted (if applicable).

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Filing Adjustments for a Medicare/Medicaid Claim

When a provider has filed a claim with Medicare, Medicare reimburses the claim, and the claim becomes a "crossover" to Medicaid for consideration of payment of the Medicare deductible and/or co-insurance/co-payment.

If, at a later date, it is determined that Medicare has overpaid or underpaid, the provider should rebill Medicare for a corrected payment. These claims may "crossover" from Medicare to Medicaid, but cannot be automatically processed by Medicaid (as the electronic crossover claim appears to be a duplicate claim, and therefore must be denied by Medicaid).

In order for the provider to receive an adjustment, it is necessary for the provider to file a hard copy adjustment claim (Molina Form 213) with Medicaid. These should be sent with a copy of the most recent Medicare explanation of benefits and the original explanation of benefits attached to:

Molina Medicaid Solutions Attention: Crossover Adjustments P.O. Box 91023 Baton Rouge, LA 70821

In addition, the provider should write "2X7" at the top of the adjustment/void form to indicate the adjustment is for a Medicare/Medicaid claim.

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Instructions for Completing the 213 Adjustment/Void Form

- 1. **REQUIRED** ADJ/VOID Check the appropriate block
- 2. **REQUIRED** Patient's Name
 - a. Adjust Print the name exactly as it appears on the original claim if not adjusting this information.
 - b. Void Print the name exactly as it appears on the original claim.
- 3. **REQUIRED** Patient's Date of Birth
 - a. Adjust Print the date exactly as it appears on the original claim if not adjusting this information.
 - b. Void Print the name exactly as it appears on the original claim.
- 4. **REQUIRED** Medicaid ID Number Enter the 13 digit recipient ID number
- 5. Patient's Address and Telephone Number
 - a. Adjust Print the address exactly as it appears on the original claim.
 - b. Void Print the address exactly as it appears on the original claim.
- 6. Patient's Sex
 - a. Adjust Print this information exactly as it appears on the original claim if not adjusting this information.
 - b. Void Print this information exactly as it appears on the original claim.
- 7. Insured's Name Leave blank
- 8. Patient's Relationship to Insured Leave blank
- 9. Insured's Group No. Complete if appropriate or leave blank
- 10. Other Health Insurance Coverage Complete with 6-digit TPL carrier code if appropriate or leave blank

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- 11. Was Condition Related to Leave blank
- 12. Insured's Address Leave blank
- 13. Date of Leave blank
- 14. Date First Consulted You for This Condition Leave blank
- 15. Has Patient Ever had Same or Similar Symptoms Leave blank
- 16. Date Patient Able to Return to Work—Leave blank
- 17. Dates of Total Disability-Dates of Partial Disability Leave blank
- 18. Name of Referring Physician or Other Source Leave blank
- 18a. Referring ID Number Leave blank.
- 19. For Services Related to Hospitalization Give Hospitalization Dates Leave blank
- 20. Name and Address of Facility Where Services Rendered (if other than home or office) Leave blank
- 21. Was Laboratory Work Performed Outside of Office Leave blank
- 22. **REQUIRED** Diagnosis of Nature of Illness
 - a. Adjust Print the information exactly as it appears on the original claim if not adjusting the information.
 - b. Void Print the information exactly as it appears on the original claim.
- 23. Attending Number Leave this space blank
- 24. Prior Authorization # Enter the PA number
- 25. **REQUIRED** A through F
 - a. Adjust Print the information exactly as it appears on the original claim if not adjusting the information.

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- b. Void Print the information exactly as it appears on the original claim.
- 26. **REQUIRED** Control Number Print the correct Control Number as shown on the remittance advice
- 27. **REQUIRED** Date of remittance advice that Listed Claim was Paid Enter MM DD YY from RA form
- 28. **REQUIRED** Reasons for Adjustment Check the appropriate box if applicable, and write a brief narrative that describes why this adjustment is necessary.
- 29. **REQUIRED** Reasons for Void Check the appropriate box if applicable, and write a brief narrative that describes why this void is necessary.
- 30. **REQUIRED** Signature of Physician or Supplier All Adjustment/Void forms must be signed.
- 31. **REQUIRED** Physician's or Supplier's Name, Address, Zip Code and Telephone Number Enter the requested information appropriately plus the seven digit Medicaid provider number and provider NPI number.
- 32. Patient's Account Number Enter the patient's provider-assigned account number.

REQUIRED items must be completed or <u>form will be returned</u>.

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| | | E | xamp | le of Un | isys 213 | d Adju | stment | t | | | |
|--|---|---------------------------|--|---|---|--------------------|------------------------|---------------------|-----------|-------------------------|---|
| MAIL TO: UNISYS P.O. BOX 91022 BATON ROUGE, LA 70821 (800) 473-2783 924-5040 (IN BATON ROUGE) | | BUREA | MENT OF HEAL EDICAL ASS PROVIDE | DF LOUISIA HEALTH AN TH SERVICE SISTANCE PRI ER BILLING FI RANCE CLAIR | D HOSPITAL FINANCING DGRAM DR | S | | | | | |
| | | | | | | | F | OR OFFICE US | SE ONLY | | 2 |
| PATIENT AND INSURED | (SUBSCRIBER) INFO | RMATION | 1 | | | | | | | | |
| PATIENT'S NAME (LAST NA | ME. FIRST NAME, MIDDI | LE INITIAL) | | | ATE OF BIRTH | | 4 MED | ICAID ID NUMBER | R | | |
| Adalam, Mai PATIENT'S ADDRESS (STR | y | 100 | | 06/11 PATIENT'S S | | | | 345678 | 9123 | 34 | |
| | | NC-1 | | MALE | | FEMALE | | RED'S NAME | | | |
| | | | | E PATIENT'S RE | ATIONSHIP TO INS | URED OTHER | SI INSU | RED'S GROUP NO | D. (OR GF | OUP NAM | E) |
| TELEPHONE NO. | RAGE ENTER NAME OF POLIC | VHOLDER AND | | | TION RELATED | | | | - | | |
| 060606 | LICY OR MEDICAL ASSISTANCE | NUMBER. | | A. I YES | ATIENT S EMPL | NO | LES INSU | RED'S ADDRESS | (STREET | , CITY, ST/ | ATE, ZIP CODE) |
| PHYSICIAN OR SUPPLIE | R INFORMATION | | | 163 | <u> </u> | | | | _ | | |
| DATE OF | ILLNESS (FIRST SY INJURY (ACCIDENT PREGNANCY (LMP | MPTOM) OF | 9 | DATE FIRS | CONSULTED Y | OU FOR | IS HAS P | PATIENT EVER HA | O SAME | OR SIMIL | AR SYMPTOMS? |
| DATE PATIENT ABLE TO RETURN TO WORK | PREGNANCY (LMP | DISABILIT | | | | | YE | | N | 0 | |
| RETURN TO WORK | FROM | - Jonoru U | 1 | THROUGH | | | | OF PARTIAL DISA | BILITY | r | |
| NAME OF REFERRING PHYS | ICIAN OR OTHER SOUR | | munity | CAPE | | | FROM | ERVICES RELATED TO | HOSPITA | THRC | UGH |
| NAME AND ADDRESS OF F | CI ITY WHERE BEEN AN | _ | | | AS APPLY | | ADMITT | TED | | DISC | HARGED |
| | Store There SERVIC | Auth | orizati | on # (if r | needed) | | 21 WAS | P | ORK PER | | OUTSIDE OF OFFICE? |
| A DATE(S) OF SI | FRVICE To MM DD YY | B. PLACE OF SERVICE | C. | PROCE | DURE | | D DIAGNOSIS CODE | E PRIOR AUTHORIZ | ATION NC | EPSOT FAMILY PLAN | TPL S |
| 04 16 11 | 04 16 11 | 72 | T10 | 15 | | | 1 | 145.00 | 1 | | |
| RECONTROL NUMBER 0076 | 156789501 | | IS IS FOR CH RRECT COM MITTANCE AL | IANGING OR VI NTROL NUMBE DVICE IS ALWA | DIDING A PAID IT R AS SHOWN YS REQUIRED.) | IEM (THE ON THE | DAT | E OF REMITTANC | 03/1 | E THAT US | STED CLAIM WAS PAID |
| | RECTIONS ERROR JSE ONLY - RECOVERY | | | Billed in | ncorrec | t date | 1. | | 12.0 | | |
| 99 OTHER - PLEAS | EEXPLAIN | | n 1 | 1.1.1 | 1 13 | 199 | and the second | jatur - | | | |
| REASONS FOR VOID | | | | | | 1 | | | - | | |
| 10 CLAIM PAID FOR 11 CLAIM PAID TO V 99 OTHER - PLEAS | | | 1. | 100012 | | | | | | | |
| SIGNATURE OF PHYSICIAN C CERTIFY THAT THE STATE APPLY TO THIS BILL AND ARI | or Supplier Ments on the revers | e | | | ET PHYSICIAN | OR SUPPLIE | R'S PROVIDE | R NUMBER, NAM | E, ADDRE | SS. ZIP CI | ODE AND TELEPHONE |
| Ima Biller | 0 | 。 8/22/2 | 2011 | | 123 S Sunn | miley y, LA | St. 70000 | OCHC C Provide | | 0000 | 00 |
| | | | | | | | 0/09/ | Provide | er# 9 | 9999 | the second se |
| | | | F | ISCAL A | GENT CO | PY | | | | | UNISYS - 213 5/97 |