LOUISIANA MEDICAID PROGRAMISSUED:05/22/19REPLACED:01/10/19CHAPTER 9: ADULT DAY HEALTH CARE WAIVERAPPENDIX E – CLAIMS RELATED INFORMATIONPAGE(S) 13

CLAIMS RELATED INFORMATION

Hard copy billing of waiver services is 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 be processed. 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:

DXC Technology P.O. Box 91020 Baton Rouge, LA 70821

NOTE: Electronic claims submission is the preferred method for billing. (See the EDI Specifications located on the Louisiana Medicaid website at <u>www.lamedicaid.com</u>, 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 samples of completed CMS-1500 claim forms; and
- Instructions for adjusting/voiding a claim and samples of adjusted CMS 1500 claim forms.

CMS 1500 (02/12) INSTRUCTIONS FOR ADULT DAY HEALTH CARE (ADHC) SERVICES

You must write "WAIVER" at the top center of the claim form!

Locator #	Description	Instructions	Alerts
1	Medicare / Medicaid / Tricare / Champva / Group Health Plan / Feca Blk Lung	Required Enter an "X" in the box marked Medicaid (Medicaid #).	You must write "WAIVER" at the top center of the Louisiana Medicaid claim form.
1a	Insured's ID Number	Required – Enter the recipient's 13-digit Medicaid I.D. number exactly as it appears when checking recipient eligibility through MEVS, eMEVS, or REVS. NOTE: The recipients' 13-digit Medicaid 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.	
2	Patient's Name	Required – Enter the recipient's last name, first name, middle initial.	
3	Patient's Birth Date	Situational – Enter the recipient's date of birth using six 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	Situational – Complete correctly if the recipient has other insurance; otherwise, leave blank.	
5	Patient's Address	Optional – Printthe recipient's permanent address.	
6	Patient Relationship to Insured	Situational – Complete if appropriate or leave blank.	
7	Insured's Address	Situational – Complete if appropriate or leave blank.	
8	RESERVED FOR NUCC USE	Leave Blank	

Locator #	Description	Instructions	Alerts
9	Other Insured's Name	Situational – Complete if appropriate or leave blank.	
9a	Other Insured's Policy or Group Number	Situational – If recipient has no other coverage, leave blank. If there is other commercial insurance coverage, the state assigned 6-digit TPL carrier code is required in this block. The carrier code is indicated on the Medicaid Eligibility verification (MEVS) response as the Network Provider Identification Number. Make sure the EOB or EOBs from other insurance(s) are attached to the claim.	ONLY the 6-digit code should be entered in this field. DO NOT enter dashes, hyphens, or the word TPL in the field.
9b	RESERVED FOR NUCC USE	Leave Blank.	
9с	RESERVED FOR NUCC USE	Leave Blank.	
9d	Insurance Plan Name or Program Name	Situational – Complete if appropriate or leave blank.	
10	Is Patient's Condition Related To:	Leave Blank.	
11	Insured's Policy Group or FECA Number	Situational – Complete if appropriate or leave blank.	
11a	Insured's Date of Birth Sex	Situational – Complete if appropriate or leave blank.	
11b	OTHER CLAIM ID (Designated by NUCC)	Leave Blank.	
11c	Insurance Plan Name or Program Name	Situational – Complete if appropriate or leave blank.	
11d	Is There Another Health Benefit Plan?	Situational – Complete if appropriate or leave blank.	
12	Patient's or Authorized Person's Signature (Release of Records)	Situational – Complete if appropriate or leave blank.	
13	Insured's or Authorized Person's Signature (Payment)	Situational – Obtain signature if appropriate or leave blank.	

Locator #	Description	Instructions	Alerts
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	Leave Blank.	
17a	Other ID#	Leave Blank.	
17b	NPI	Situational – If 17 or 17a is completed, this field is required.	
18	Hospitalization Dates Related to Current Services	Leave Blank.	
19	ADDITIONAL CLAIM INFORMATION (Designated by NUCC)	Leave Blank.	
20	Outside Lab? \$Charges	Leave Blank.	
21	ICD Indicator Diagnosis or Nature of Illness or Injury	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. 0 ICD-10-CM Required – Enter the ICD 10 diagnosis code Z76.89. NOTE: The ICD-10-CM "external cause of injury diagnosis codes V, W, X, and Y will be accepted as non-primary diagnosis codes.	Diagnosis Code Z76.89 may be used on all ADHC claims.

Locator #	Description	Instructions	Alerts
22	Resubmission and/or Original Reference Number	Situational. Iffiling 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: <u>Adjustments</u> 01 = Third Party Liability Recovery 02 = Provider Correction 03 = Fiscal Agent Error 90 = State Office Use Only – Recovery 99 = Other <u>Voids</u> 10 = Claim Paid for Wrong Recipient 11 = Claim Paid for Wrong Provider 00 = Other	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 control number.
23	Prior Authorization (PA) Number	Required – Enter the 9-Digit PA number in this field.	
24	Supplemental Information	Situational - Complete if appropriate or leave blank.	
24A	Date(s) of Service	 Required Enter the date of service for each procedure. Bill one date of service per claim line. Either six-digit (MM DD YY) or eight digit (MM DD YYY) format is acceptable. A separate claim must be billed for each month if the recipient's dates of service cross the end of a calendar month. 	Note: Claims must be split billed at the end of each month.
24B	Place of Service	Required Enter the appropriate place of service code for the services rendered. 99 Other	
24C	EMG	Leave Blank.	

Locator #	Description	Instructions	Alerts
24D	Procedures, Services, or Supplies	Required Enter the procedure code(s) for services rendered in the un-shaded area(s). S5100 – ADHC Services	
24E	Diagnosis Pointer	Required – Indicate the most appropriate diagnosis for each procedure by entering the appropriate reference letter ("A", "B", etc.) in this block.	
24F	\$ Charge	Required Enter usual and customary charges for the service rendered.	
24G	Days or Units	Required Enter the number of units billed for the procedure code entered on the same line in 24D NOTE: ADHC cannot exceed 10 hours (40 units) each day and 50 hours (200 units) per week.	Reminder: 1 Unit is equal to 15 minutes of service
24H	EPSDT Family Plan	Leave Blank.	
241	ID Qualifier	Optional. If possible, leave blank for Louisiana Medicaid billing.	
24J	Rendering Provider ID #	Leave Blank.	
25	Federal Tax ID 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?	Optional . Claimfiling acknowledges acceptance of Medicaid assignment.	
28	Total Charge	Required – Enter the total of all charges listed on the claim.	

Locator #	Description	Instructions	Alerts
29	Amount Paid	Situational – If TPL applies and block 9A is completed, enter the amount paid by the primary payor (including any contracted adjustments). Enter '0' if the third party did not pay. If TPL does not apply to the claim, leave blank.	
30	Reserved for NUCC use	Leave Blank.	
31	Signature of Physician or Supplier Including Degrees or Credentials	Optional The practitioner or the practitioner's authorized representative's original signature is no longer required.	
	Date	Required Enter the date of the signature.	
32	Service Facility Location Information	Situational – Complete as appropriate or leave blank.	
32a	NPI#	Optional.	
32b	Other ID#	Optional.	
33	Billing Provider Info & Phone #	Required Enter the provider name, address including zip code and telephone number.	
33a	NPI#	Required – Enter the billing provider's 10-digit NPI number.	The 10-digit NPI <u>must</u> appear on paper claims.
33b	Other ID#	Required – Enter the billing provider's 7-digit Medicaid ID number. ID Qualifier - Optional. If possible, leave blank for Louisiana Medicaid billing.	The 7-digit Medicaid Provider Number <u>must</u> appear on paper claims.

REMINDER: MAKE SURE "WAIVER" IS WRITTEN IN BOLD, LEGIBLE LETTERS AT THE TOP CENTER OF THE CLAIM FORM

Sample forms are on the following pages

SAMPLE ADHC CLAIM FORM

		WA	IVE	ER	DXC P.O.	Box 91	
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()						()
OTHER INSURED'S NAME (Last Name, First Name, N	Adde hisa) 10. IS PATI	ENT'S CONDITION RELA	TED TC:	11. INSURED'S FOLIC	GROUP	OR FECA NU	MBER
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	DA		LC.			М	F
A CONTRACTOR OF	D ADION			6. OTHER CLAIMID (C	etengrate	a sy NUCC)	
RESERVED FOR NUCCUSE	c. OTHER	ACCIDENT?		C INSURANCE PLAN N	AME OF	PROGRAMIN	AME
UNSURANCE PLAN NAME OR PROGRAM NAME	- FX	ΔΛΛΙ		d, IS THERE ANOTHER			2012
							a items 9, 9a, and 9d.
READ BACK OF FORM BEFO 2. PATIENT'S OF AUTHORIZED PERSON'S SIGNATU	RE COMPLETING & SIGNING	THIS FORM.	on necessary		THORE	D PERSON'S	SIGNATURE I authoriza ed physician or supplier for
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SIGNED	US	e Or	NL	SIGNED			
4 DATE OF CURRENT ILLINE BB, INJURY, OF PREGNA	WCY (LMP) 15. OT HER DAT		YY	16 DATESPATIENT U	NAELE	O WORK IN CU	MM T DD T ATION
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	176 NPI			18. HOSPITALIZATION MM DD FROM	1	Y TO	MM DD YY
19. ADDITIONAL CLAIM INFORMATION (Designated by	NUCCS			20. OUTSIDE LAB?		\$ C+	ARCES
21. DLAGNOBIS OR NATURE OF ILLNESS OR INJURY	Relate 8-L to ser vice line below	246		22 RESUBMISSION	NO		
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apply to this bit and are made a part thereof.) BILLER				9876 LOLLIPOP LA			
12/15/2018	a 1541251	0		ANYWHERE, LA 71		1234567	7
SIGNED DATE (UCC Instruction Manual available at www.		EASE PRINT OR T	VOF	 1234567890 APPRO 			/ 197 FCRM 1500 (02-1

ADJUSTING/VOIDING CLAIMS

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 internal 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.

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.

Sample forms are on the following pages.

SAMPLE WAIVER CLAIM FORM ADJUSTMENT

		Mail completed forms to: DXC Technology P.O. Box 91020 Baton Rouge, LA 70821
TT RCA		PICA
1. MEDICARE MEDICAID TRICARE (Medicare#) X (Medicard#) (/D.#/DcD#)	(Rember 10#) (ID#) HEALTH PLAN BLK LUNG (ID#)	HER 1a. INSURED'SI.D. NUMBER (For Program in hem 1) Ø 9876543210123
2. PATIENT'S NAME (Last Name, First Name, Midde Initial) Jayco, Travis		4. INSURED'S NAME (Last Name, First Name, Middle Initial)
5. PATIENT'S ADDRESS (No., Street)	6. PATIENT RELATIONSHIP TO INSURED	- 7 INSURED'S ADDRESS (No., Street)
DITY	Self Spouse Child Other STATE 8. RESERVED FOR NUCC USE	CITY STATE
TELEPHONE (Include Area)	Circle .	ZIP CODE TELEPHCNE (Indude Area Code)
. OTHER INSURED'S NAME (Last Name, First Name, Middle I	hilia) 10.15 PATIENT'S CONDITION RELATED TO:	11. INSURED'S POLICY GROUP'OR FECA NUMBER
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RESERVED FOR NUCCUSE		
INSURANCE PLAN NAME OF PROGRAM NAME	TOP AL IN SEC. 5 PL AL IL NUCC	I I IS THERE ANOTHER HEALTH BENEFIT PLAN?
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to process this datm. I also request payment of government be ballow	ultionate the release of any medical or other information recessar metric effects on greater in the party who ecopy resignment	services described belo n.
SIGNED	(MP) 15. OF HER DATE	16 DATESPRATIENT UNABLE TO WORK IN CURRENT COCUPATION
QUAL	ODAL	FROM TO
7. NAME OF REFERRING PROVIDER OR OTHER SOURCE	17a. 17b. NFI	18. HCSPITALIZATION DATES RELATED TO CURRENT SERVICES
5 ADDITIONAL CLAIM INFORMATION (Designated by NJCC)		20: OUTSIDE LAB? \$ CHARGES
1. DIAGNOSIS CR. NATURE OF ILLNESS CR. INJURY. Relate	A-L to service line being (24E)	22 RESUBMISSION 22 RESUBMISSION
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12/17/18	NICK IN	ANY TOWN, LA 70000
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SAMPLE CLAIM FORM



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(STATE	8. RESERVED FOR	NUCC USE		CITY				STATE
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SERVED FOR NUC	C USE			b. AUTO ACCIDENT		PLACE (State)	b. OTHER CLAIM ID (
SERVED FOR NUC					EB. NO		C. INSURANCE PLAN				
SURANCE PLAN NA				10d. CLAIM CODES				NO	# yes, comple	ete items 9	
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Providers should refer to the General Information and Administration Provider Manual chapter of the Medicaid Services Manual located on the Louisiana Medicaid website below for general information concerning topics relative to general claims filing.

http://www.lamedicaid.com/provweb1/Providermanuals/manuals/GIA/GIA.pdf