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CLAIMS FILING

Hard copy billing of vision (eyewear) 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 process. Claims submitted with missing or invalid information in these fields may 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:

Gainwell Technologies 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 <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.

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CMS 1500 (02/12) INSTRUCTIONS FOR VISION 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 #).	
1a	Insured's I.D. Number	Required – Enter the beneficiary's 13 digit Medicaid ID number exactly as it appears when checking beneficiary eligibility through MEVS, eMEVS, or REVS. NOTE: The beneficiarys' 13-digit Medicaid 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 beneficiary's name in Block 2.	
2	Patient's Name	Required – Enter the beneficiary's last name, first name, middle initial.	
3	Patient's Birth Date	Situational – Enter the beneficiary'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 beneficiary.	
4	Insured's Name	Situational – Complete correctly if the beneficiary has other insurance; otherwise, leave blank.	
5	Patient's Address	Optional – Print the beneficiary'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.	
9	Other Insured's Name	Situational – Complete if appropriate or leave blank.	
9a	Other Insured's Policy or Group Number	Situational – If beneficiary 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 for commercial and Medicare HMO's in this field. DO NOT enter dashes, hyphens,

ISSUED: 08/06/21 REPLACED: 01/22/20

CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

Locator #	Description	Instructions	Alerts
			or the word TPL in the field.
			NOTE: DO NOT ENTER A 6 DIGIT CODE FOR TRADITIONAL MEDICARE.
9b	RESERVED FOR NUCC	Leave Blank.	
9c	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:	Situational – Complete if appropriate or 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.	
14	Date of Current Illness / Injury / Pregnancy	Optional.	
15	OTHER DATE	Leave Blank.	
16	Dates Patient Unable to Work in Current Occupation	Optional.	

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CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

Locator #	Description	Instructions	Alerts
17	Name of Referring Provider or Other Source	 Situational – Complete if applicable. In the following circumstance, entering the name of the appropriate physician is required: If Services are performed at the request of an ordering provider: Enter the applicable qualifier to the left of the vertical, dotted line to identify which provider is being reported. DK Ordering Provider Enter the name (First Name, Middle Initial, Last Name) followed by the credentials of the professional who ordered the service(s) or supply(ies) on the claim. 	For LA Medicaid other source is defined as the ordering provider. The ordering provider is required. Referring provider is not required.
17a	Other Identification Number (ID#)	Situational – Complete if applicable. If 17 is completed, 17A is required.	Enter the 7-digit Medicaid ID Number here.
17b	NPI	Situational – Complete if applicable. If 17 is completed, 17B is required.	The 10-digit NPI Number is required when 17 or 17A is complete.
18	Hospitalization Dates Related to Current Services	Optional.	
19	ADDITIONAL CLAIM INFORMATION (Designated by NUCC)	Leave Blank.	
20	Outside Lab?	Optional.	
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 most current ICD diagnosis code. NOTE: ICD-10-CM "V", "W", "X", & "Y" series diagnosis codes are not part of the current diagnosis file and should not be used when completing claims to be submitted to Medicaid.	The most specific diagnosis codes must be used. General codes are not acceptable.

Locator #	Description	Instructions	
22	Resubmission Code	Situational. If filing an adjustment or void, enter an "A" for	
	and/or Original	an adjustment or a "V" for a void as appropriate AND one of	

Reference Number

APPENDIX C: CLAIMS FILING

	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 Beneficiary

		10 = Claim Paid for Wrong Beneficiary 11 = Claim Paid for Wrong Provider 00 = Other	
23	Prior Authorization Number	Situational – Complete if appropriate or leave blank. If the services being billed must be Prior Authorized, the PA number is required to be entered.	
24	Supplemental Information	Leave Blank.	
24A	Date(s) of Service	Required Enter the date of service for each procedure. Either six-digit (MM DD YY) or eight-digit (MM DD YYYY) format is acceptable.	
24B	Place of Service	Required Enter the appropriate place of service code for the services rendered.	
24C	EMG	Leave Blank.	
24D	Procedures, Services, or Supplies	Required Enter the procedure code(s) for services rendered in the un-shaded area(s). When a modifier(s) is required, enter the appropriate modifier in the correct field.	

the appropriate reason codes for the adjustment or void in

Enter the internal control number from the paid claim line as

it appears on the remittance advice in the "Original Ref. No."

the "Code" portion of this field.

Appropriate reason codes follow:

portion of this field.

CHAPTER 46: VISION (EYEWEAR) SERVICES

REPLACED:

ISSUED:

Alerts

To adjust or void

claim, a separate form is required

for each claim line

since each line

has a different internal control

number.

more than one

claim line on a

ISSUED: 0 REPLACED: 0

08/06/21 01/22/20

CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

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	Amount Charged	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	
24H	EPSDT Family Plan	Leave Blank.	
241	I.D. Qual.	Optional. If possible, leave blank for Louisiana Medicaid billing.	
24J	Rendering Provider I.D. #	Situational – If appropriate, entering the Rendering Provider's 7-digit Medicaid Provider Number in the shaded portion of the block is required. Entering the Rendering Provider's NPI in the non-shaded portion of the block is Required if the shaded portion is complete.	Both the 7-digit Medicaid provider number and the 10-digit NPI numbers are required when entering a rendering provider. Rendering =Attending
25	Federal Tax I.D. Number	Optional.	
26	Patient's Account No.	Situational – Enter the provider specific identifier assigned to the beneficiary. 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. Claim filing acknowledges acceptance of Medicaid assignment.	
28	Total Charge	Required – Enter the total of all charges listed on the claim.	
29	Amount Paid	Situational – If TPL applies and block 9A is completed, enter the amount paid by the primary payor. Enter '0' if the third party did not pay. If TPL does not apply to the claim, leave blank.	Do not report Medicare or Medicare Replacement plan payments in this field.
30	RESERVED FOR NUCC USE	Leave Blank.	

CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

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33b (NPI	Required – Enter the billing provider's 10-digit NPI number. Required – Enter the billing provider's 7-digit Medicaid ID number.	The 10-digit NPI Number must appear on paper claims. The 7-digit Medicaid Provider Number <u>must</u>
		Required – Enter the billing provider's 10-digit NPI	Number must appear on paper
33a N			
	Billing Provider Info and Phone #	Required Enter the provider name, address including zip code and telephone number.	
32b (Other ID#	Situational – Complete as appropriate or leave blank.	
32a N	NPI	Optional.	
57	Service Facility Location Information	Situational – Complete as appropriate or 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.	

Sample forms are on the following page

CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

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SAMPLE VISION CLAIM FORM WITH ICD-10 DIAGNOSIS CODE (DATES OF SERVICE ON OR AFTER 10/01/15)

	Mail To: Gainwell Technologies P.O. Box 91020 Baton Rouge, LA 70821	
		ram in litem 1)
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LOU, JANNIE 06		~
	RELATIONSHIP TO INSURED 7. INSURED'S ADDRESS (No., Street)	
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9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATI	NT'S CONDITION RELATED TO: 11. INSURED'S POLICY GROUP OR FECA NUMBER	
a. OTHER INSURED'S POLICY OR GROUP NUMBER a. 500		X
TPL CODE IF APPLICABLE		F
	CIDENT? PLACE (State) In OTHER CLAIM ID (Designated by NUCC)	
	YES NO	
	FRING PROVIDER	
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	H 23. PRIOR AUTHORIZATION NUMBER	
	PA # IF APPLICABLE	
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05/21/2018 SIGNED DATE a. NPI	• 1326547895 • 1987654	
DRIE DRIE	ASE PRINT OR TYPE APPROVED OMB-0936-1197 FOR	AM 1500 (02-12)

CHAPTER 46: VISION (EYEWEAR) SERVICES APPENDIX C: CLAIMS FILING

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ADJUSTING/VOIDING CLAIMS

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

<u>Only a paid claim can be adjusted or voided.</u> 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; and
- 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 Beneficiary/Patient Identification Number. Claims paid to an incorrect provider number or for the wrong Medicaid beneficiary 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.

Sample forms are on the following pages.

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SAMPLE VISION CLAIM FORM WITH ICD-10 DIAGNOSIS CODE (DATES OF SERVICE ON OR AFTER 10/01/15)

	Mail To: Gainwell Technologies P.O. Box 91020 Baton Rouge, LA 70821
MEDICARE MEDICAID TRICARE CHAMP (Medicare#) X (Medicard#) (/D#/DcD#) (/Membe	- HEALTH PLAN - BEKLUNG -
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3181	
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OTHER INSURED'S POLICY OR GROUP NUMBER	
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K JON DOE ND	Image: Table of the second s
ADDITIONAL CLAIM INFORMATION (Designated by NJCC)	20. OUTSIDELABY \$CHARGES
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06/05/2018 a.	P 1326547895 • 1987654
JCC Instruction Manual available at: www.nucc.org	PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02

CHAPTER 46: VISION (EYEWEAR) SERVICES

APPENDIX C: CLAIMS FILING

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