**CHAPTER 30: PERSONAL CARE SERVICES** 

APPENDIX J: CLAIMS RELATED INFORMATION

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#### CLAIMS RELATED INFORMATION

Hard copy billing of Personal Care Services (PCS) are billed on the CMS-1500 (02/12) claim form or electronically in the 837P 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:

**DXC** Technology 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 www.lamedicaid.com, 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

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• Instructions for adjusting/voiding a claim and samples of adjusted CMS 1500 claim forms.

### CMS 1500 (02/12) Billing Instructions for Personal Care 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 recipient/beneficiary's 13-digit Medicaid I.D. number exactly as it appears when checking recipient/beneficiary eligibility through MEVS, eMEVS, or REVS.  NOTE: The recipient/beneficiary's 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/beneficiary's name in Block 2.	
2	Patient's Name	Required – Enter the recipient/beneficiary's last name, first name, middle initial.	
3	Patient's Birth Date	Required – Enter the recipient/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).  Enter an "X" in the appropriate box to show the sex of the recipient/beneficiary.	

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Locator #	Description	Instructions	Alerts
4	Insured's Name	Situational – Complete correctly if the recipient/beneficiary has other insurance; otherwise, leave blank.	
5	Patient's Address	Optional – Print the recipient/beneficiary's permanent address.	
6	Patient Relationship to Insured	<b>Situational</b> – Complete if appropriate or leave blank.	
7	Insured's Address	<b>Situational</b> – Complete if appropriate or leave blank.	
8	RESERVED FOR NUCC USE	Leave Blank.	
9	Other Insured's Name	<b>Situational</b> – Complete if appropriate or leave blank.	
9a	Other Insured's Policy or Group Number	Leave Blank.	
9b	RESERVED FOR NUCC USE	Leave Blank.	
9с	RESERVED FOR NUCC USE	Leave Blank.	
9d	Insurance Plan Name or Program Name	<b>Situational</b> – Complete if appropriate or leave blank.	
10	Is Patient's Condition Related To:	<b>Situational</b> – Complete if appropriate or leave blank.	
11	Insured's Policy Group or FECA Number	<b>Situational</b> – Complete if appropriate or leave blank.	
11a	Insured's Date of Birth Sex	<b>Situational</b> – Complete if appropriate or leave blank.	
11b	OTHER CLAIM ID (Designated by NUCC)	Leave Blank.	

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Locator #	Description	Instructions	Alerts
11c	Insurance Plan Name or Program Name	<b>Situational</b> – Complete if appropriate or leave blank.	
11d	Is There Another Health Benefit Plan?	<b>Situational</b> – Complete if appropriate or leave blank.	
12	Patient's or Authorized Person's Signature (Release of Records)	<b>Situational</b> – Complete if appropriate or leave blank.	
13	Patient's or Authorized Person's Signature (Payment)	<b>Situational</b> – 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	Leave Blank.	
17	Name of Referring Provider or Other Source	Situational – Complete if applicable. Enter the applicable qualifier to the left of the vertical, dotted line to Identify which provider is being reported.  o DK Ordering Provider  In the following circumstances, entering the name (First Name, Middle Initial, Last Name) followed by the credentials of the ordering physician or non-physician practitioner and appropriate qualifier is required:  • EPSDT - PCS Services always require an ordering	For LA Medicaid other source is defined as the ordering provider.  Any provider entered as an ordering provider must be enrolled with LA Medicaid.  Note: LTPCS does not require an ordering provider but if no one is

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Locator #	Description	Instructions	Alerts
		provider	listed on the claim, it must be valid.
17a	Other ID #	<b>Situational</b> Complete if applicable. Enter the 7-digit Medicaid ID number of the ordering provider.	Enter the 7- digit Medicaid ID Number here.
17b	NPI#	<b>Situational</b> – Complete if applicable. Enter the NPI number of the ordering provider.	The 10-digit NPI Number is required.
18	Hospitalization Dates Related to Current Services	Optional.	
19	Additional Claim Information (Designated by NUCC)	Leave Blank.	
20	Outside Lab? \$Charges	Leave Blank.	

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Locator #	Description	Instructions	Alerts
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 external cause of injury diagnosis codes V, W, X and Y will be accepted as non-primary diagnosis codes	The most specific diagnosis codes must be used. General codes are not acceptable.

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Locator #	Description	Instructions	Alerts
22	Resubmission Code and/or Original Reference Number	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/Beneficiary 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	<b>Required</b> – Enter the 9-digit prior authorization number for the authorized services.	
24	Supplemental Information	Situational.	
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	<b>Required</b> Enter the appropriate place of service code for the services rendered.	

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Locator #	Description	Instructions	Alerts
24C	EMG	Leave Blank.	
24D	Procedures, Services, or Supplies	Required Enter the procedure code(s) for services rendered in the unshaded area(s).  Enter appropriate modifier with procedure code:  UB = LT-PCS EP = EPSDT-PCS	
24E	Diagnosis Pointer	Required – Indicate the most appropriate diagnosis for each procedure by entering the appropriate reference number letter ("A", "B", etc.) in this block.  More than one diagnosis/reference number may be related to a single procedure code.	
24F	\$Charges	<b>Required</b> Enter usual and customary charges for the service rendered.	
24G	Days or Units	<b>Required</b> Enter the number of units billed for the procedure code entered on the same line in 24D.	
24H	EPSDT Family Plan	Situational – Leave blank or enter a "Y" if services were performed as a result of an EPSDT referral.	
24I	I.D. Qual.	<b>Optional.</b> If possible, leave blank for Louisiana Medicaid billing.	
24J	Rendering Provider I.D. #	Leave Blank.	
25	Federal Tax I.D. Number	Optional.	
26	Patient's Account No.	Situational – Enter the provider specific identifier assigned to the recipient/beneficiary. This number will appear on the Remittance Advice (RA). It may consist of letters and/or numbers	

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Locator #	Description	Instructions	Alerts
		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	Leave Blank.	
30	Reserved for NUCC use	Leave Blank.	
31	Signature of Practitioner or Supplier Including Degrees or Credentials	Optional – For the PCS CMS 1500, the practitioner or the practitioner's authorized representative's original signature is no longer required.  Required Enter the date of the	
	Date	signature.	
32	Service Facility Location Information	Situational – Complete as appropriate or leave blank.	
32a	NPI	Optional.	
32b	Unlabeled	<b>Situational</b> – Complete if appropriate or leave blank.	
33	Billing Provider Info & Phone #	Required Enter the provider name, address including zip code and telephone number.	
33a	NPI	<b>Required</b> – Enter the billing provider's 10-digit NPI number.	The 10-digit NPI Number must appear on paper claims.

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Locator #	Description	Instructions	Alerts
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.

Sample PCS Claim Form – See below.

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HEALTH INSURANCE CLAIM FORM  PPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 52/12	A _ RESCRIPLAN _ EERÂNG _ STHEI	P.O. Box 91020 Baton Rouge, LA	70821	PICA For Program in Item 1)
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70000 ( 225 ) 999-7777  OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)	10. IS PATIENT'S CONDITION RELATED TO:	11. INSURED'S POLICY GRO	OUP OR FECA NUMB	BER
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RESERVED FOR NUCC USE	DUTO A STEPLITY VES  C. OTHER ACCIDENTY VES  NO	a. INSURANCE PLAN NAME	d by F	F
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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 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/Beneficiary/Patient Identification Number. Claims paid to an incorrect provider number or for the wrong Medicaid recipient/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 PCS Claim Form Adjustment Form – See below.

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EALTH INSURANCE CLAIM FORM  PROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) (12/12	Mail completed forms to: DXC Technology P.O. Box 91020 Baton Rouge, LA 70821
MEDICARE MEDICARD TRICARE CHAMPVA BEACH FLAN FICKUMS OTHER MEDICARE MEDICARD (Modicards) 70,000 (Modicards) (100) (Modicards) (100)	ER 1a. INSURED'S I.D. NUMBER (For Program in Item 1)  1234567890123
PATIENT'S NAME (Lect Name, First Name, Middle Initial)  S. PATIENT'S BETH DATE SEX  LOU, JANNIE  SEX	4 INSURED'S NAME (Last Name, First Name, Middle Initial)
PATIENT'S ADDRESS (No., Strest)  6. PATIENT RELATIONSHIP TO INSURED	7. INSURED'S ADDRESS (No., Street)
1234 ANYLANE   Set   X Spouse   Child   Omer    FY   STATE   8. RESERVED FOR NUCC USE	CITY BTATE
MYTOWN LA PCODE TELEPHONE (Industrial Area Code)	
70000 (225) 999-7777	ZIP CODE TELEPHONE (Indude Area Code)
OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATIENT'S CONDITION RELATED TO:	11. INSURED'S POLICY GROUP OR FECA NUMBER
OTHER INSURED'S POLICY OR GROUP NUMBER a. EMPLOYMENT? (Ourrent or Previous)	a. INSURED'S DATE OF BIRTH SEX
RESERVED FOR NUCCUS AND DE LOCAL PROPERTY OF NUCCUSE  C. OTHER ACCIDENT?  PESSERVED FOR NUCCUSE  NO.	C INSURANCE PLAN NAME OF PROGRAM NAME
NSURANCE FLAN NAME OR PROGRAM NAME 10d. CLAIM CODES (Dasignated by NUCC)	d. IS THERE ANOTHER HEALTH BENEFIT PLAN?
PATIENT'S CRIADTHOFACE PERSONS (SAME THIS FORM).  PATIENT'S CRIADTHOFACE PERSONS (SIGNATURE I Laukorice there is ease of any mod at an order information necessary to process this daim. I also request payment of givernment sensitis of the myself or to the party who accepts assignment taken.  SIGNIED.  DATE OF CURRENT ILLINESS, INJURY, OF PRESINANCY (CMP). 15. OTHER DATE.  DATE OF CURRENT ILLINESS, INJURY, OF PRESINANCY (CMP). 15. OTHER DATE.  DATE OF CURRENT ILLINESS, INJURY, OF PRESINANCY (CMP). 15. OTHER DATE.	Services described below.  SIGNED
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K JOHN DOE, MD 175 NPI 1234567890	FROM TO
ADDITIONAL CLAIM INFORMATION (Designated by NJCC)	20. OUTSIDE LAB? \$ CHARGES
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[G808	A 02 9070123456002 23. PRIOR AUTHORIZATION NUMBER
F. L G H L  A DATE(a) OF SERVICE   E   C   D PROCEDURES, SERVICES, OF SUPPLIES   E.	PA # IF APPLICABLE
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PICA	00000 FEB.	PICA
MEDICARE MEDICAID TRICARE (Medicare#) (Medicald#) (IDM/DcD#)	CHAMPVA GROUP FECA OTHER HEALTH PLAN BLK LUNG (IDW) (IDW) (IDW)	H 1a. INSURED'S I.D. NUMBER (For Program in Item 1)
ATIENT'S NAME (Last Name, First Name, Mixele Initial)	3. PATIENT'S BIRTH DATE SEX	4. INSURED'S NAME (Last Nams, First Name, Middle Initial)
ATIENT'S ADDRESS (No., Street)	6. PATIENT RELATIONSHIP TO INSURED	7. INSURED'S ADDRESS (No., Street)
Υ	SER Spouse Child Other  STATE 8. RESERVED FOR NUCC USE	CITY STATE
CODE TELEPHONE (include Area	Code)	ZIP CODE TELEPHONE (Include Area Code)
( )		
THER INSURED'S NAME (Last Name, First Name, Middle	Initial) 10. IS PATIENT'S CONDITION RELATED TO:	11. INSURED'S POLICY GROUP OR FECA NUMBER
THER INSURED'S POLICY OR GROUP NUMBER	a. EMPLOYMENT? (Current or Previous)  YES NO	A. INSURED'S DATE OF BIRTH SEX
ESERVED FOR NUCC USE	b. AUTO ACCIDENT? PLACE (State)	
SERVED FOR NUCC USE	G. OTHER ACCIDENT?	© INSURANCE PLAN NAME OF PROGRAM NAME
	YEB NO	
SURANCE PLAN NAME OR PROGRAM NAME	10d. CLAIM CODES (Designated by NUCC)	d. IS THERE ANOTHER HEALTH BENEFIT PLAN?  YES NO # yes, complete items 9, 9a, and 9d.
ATIENT'S OR AUTHORIZED PERSON'S SIGNATURE 11 process this claim. I also request payment of government b low.	OMPLETING A SIGNANG THIS FORM.  Liborize the release of any medical or other information necessary  melits either to myself or to the purty who accepts assignment.	<ol> <li>INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.</li> </ol>
NATE OF CHRRENT II I NESS INJURY A PREGNANCY	(LMP) 15. OTHER DATE	\$IGNED_
		18. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION
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