

# Claims Procedures

## Table of Contents

At a Glance.....page 2

Submission Guidelines.....page 3

Claims Documentation.....page 6

Reimbursement.....page 20

Denials and Appeals.....page 22

## At a Glance

The MedStar Medicare Choice Plan (Medicare Choice) pledges to provide accurate and efficient claims processing. To make this possible, Medicare Choice requests that providers submit claims promptly and include all necessary data elements.

A key to controlling administrative costs is reducing excess paperwork, particularly paperwork generated by improperly completed claims.

- Type claims or submit them electronically. Handwritten claims may be returned. *Electronic claim submission is recommended.*
- Claims with eraser marks or white out corrections may be returned.
- If a mistake is made on a claim, the provider must resubmit a new claim. Claims must be submitted by the established filing deadlines or they will be denied.
- Services for the same patient with the same date of service may not be unbundled. For example, an office visit, a lab work-up and a venipuncture by the same provider on the same day must be billed on the same claim.
- Only clean claims containing the required information will be processed within the required time limits. Rejected claims, those with missing or incorrect information, may not be resubmitted. A new claim form must be generated for resubmission.
- Resubmit claims only if Medicare Choice has not paid within 30 days.
- Use proper place of service codes for all claims.
- Use Modifier 25 when a provider performs a significant separately identifiable evaluation and management of a patient on the same date of service as the original visit.
- Bill anesthesia claims with the correct codes from the American Society of Anesthesiologists with the appropriate anesthesia modifiers and time units, if applicable.
- Submit only one payee address per tax identification number.
- Submit all appeals in writing within 120 (administrative) and 180 (medical necessity) business days of receipt for the notice indicating the claim was denied.

# Submission Guidelines

## Electronic Filing

The Medicare Choice claims processing system allows provider access to submit claims in addition to the ability to view claim details through the Provider OnLine portal.

### Electronically filed claims may be submitted in the following ways:

- **Provider OnLine**

Network providers can enter claims through MedStar's Provider OnLine. Provider OnLine allows direct submission of both professional (CMS-1500) and institutional (UB-04) claims via a web interface, with the highest level of security and HIPAA compliance, to allow the process to be safe, secure and user-friendly. In order to use Provider OnLine, providers must complete a brief e-learning course and a short post-course assessment. Upon successful course completion, the provider's office can enter claims and verify acceptance. For further information on Provider OnLine, including registration, please visit [www.MedStarProviderNetwork.com](http://www.MedStarProviderNetwork.com) and follow the directions.

- **Electronic Data Interchange (EDI) 2 Options:**

Medicare Choice also accepts electronic claims in data file transmissions. Electronic claim files sent directly to the Medicare Choice are permitted only in HIPAA standard formats.

- **Submission of Claims Directly to Medicare Choice**

Providers are able to submit claims directly without incurring clearinghouse expenses. These claims are loaded into batches and immediately posted in preparation for adjudication. Via the Provider OnLine EDI tools, these batches can be viewed in several standard report formats.

To submit EDI files directly to Medicare Choice, providers must

- Have an existing Provider OnLine account or register for a new provider or submitter account by filling out the application form at [www.MedStarProviderNetwork.com](http://www.MedStarProviderNetwork.com).
- Use billing software that allows a HIPAA-compliant 837 professional or institutional file to be generated
- Have a sample 837 file exported from their billing system containing only Medicare Choice claims
- Have a computer with Internet access
- Have the ability to download and install a free Active-X secure FTP add-on
- Complete testing with Medicare Choice.

- **EDI Submission via Clearinghouse**

Providers who have existing relationships with clearinghouses such as Emdeon, Relay Health and others (Medicare Choice Payer ID: 251MS) can continue to transmit claims in the format produced by their billing software. These clearinghouses are then responsible for reformatting claims to meet HIPAA standards and passing the claims on to Medicare Choice.

Clearinghouses must be setup with MedStar Health to submit claims. Please verify before starting EDI transmission. Providers interested in using a clearinghouse, should contact the respective "Customer Service Office" and ask them how to enroll. For all EDI submissions, the NPI (National Provider Identifier) number is required. When care is coordinated, the referring provider's name and NPI are required.

## Paper Filing

### **CMS-1500 forms**

These forms are for professional services performed in a provider's office, hospital or ancillary facility. (Provider-specific billing forms are not accepted.)

### **UB-04 forms**

These forms are for inpatient hospital services or ancillary services performed in the hospital. (Hospital-specific billing forms are not accepted.)

Clean claims will be paid within 30 days, in accordance with Maryland law. To inquire about a claim's status, please contact the Medicare Choice Claims department or review it on the Provider OnLine portal. Information regarding clean claims and fields required for clean claims can be found on the Medicare Choice website. Providers may also contact the Provider Relations department for more information. Medicare Choice follows the CMS National Correct Coding Initiative when adjudicating claims.

## Deadlines

Medicare Choice accepts new claims for services up to 180 days after the date of service. When Medicare Choice is the secondary payer, claims are accepted with the explanation of benefits (EOB) from the primary carrier. This claim must be received within 180 days of the primary EOB remittance date or up to the new claim timely filing limit, whichever is greater. Claims submitted after these deadlines will be denied for untimely filing.

Members cannot be billed for Medicare Choice's portion of the claims submitted after these deadlines; however, they may be billed for copayments, coinsurance and/or deductibles.

## Claims Address

Claim forms should be submitted to the following address:

**MedStar Medicare Choice Claims  
P.O. Box 1200  
Pittsburgh, PA 15230-1200**

## Appeals Address

Appeal forms should be submitted to the following address:

**MedStar Medicare Choice  
P.O. Box 269  
Pittsburgh, PA 15230-0269**

## Diagnosis Codes

Claims must be submitted with a valid diagnosis code indicating the patient's medical condition or circumstances necessitating evaluation or treatment. The diagnosis codes submitted on claim forms must correlate to the documentation contained within the patient's medical record and reflect or support the reason services have been provided.

### Follow these guidelines to avoid the most common claims coding problems:

- New POA (Present on Admission Indicator)
- Diagnosis should be coded using ICD-10-CM - Make sure the diagnosis code is valid and complete (i.e., includes all digits).
- The primary diagnosis should describe the chief reason for the member's visit to the provider.
- When a specific condition or multiple conditions are identified, these conditions should be coded and reported as specifically as possible.
- For coding of services provided on an outpatient basis, do not code the diagnosis as "rule out," "suspect" or "probable" until such time as the condition is confirmed. Code the condition to the highest degree of certainty, such as symptoms, signs or abnormal test results.
- When addressing both acute and chronic conditions, assign codes to all conditions for which the member is seeking medical care.
- When coding ongoing or chronic conditions, do not assume the code used at a previous visit is appropriate for a current visit.
- In coding diabetes, be certain to identify the current status of the patient's condition as Type I or Type II, controlled or uncontrolled, referring to the direction of ICD-10-CM.
- Use caution in coding injuries, identifying each as specifically as possible.
- Refer to guidelines throughout ICD-10-CM for "late effect" coding and sequencing.
- "Well" vs. "sick" visits — If a preventive visit was scheduled, but symptoms of illness or injury exist at the time of the visit, code the primary diagnosis as "preventive." The conditions for which the patient is being treated should be coded as a secondary diagnosis
- V-codes are used for circumstances affecting a member's health status or involving contact with health services that are not classified under ICD-10. In general, they do not represent primary disease or injury conditions and should not be used routinely. V-codes used to describe personal and/or family history of medical conditions are covered when used for a screening procedure; however, V-codes that pertain to mental health, learning disorders or social conditions are not covered.

## Claims Resubmission

Claims may be resubmitted if Medicare Choice has not paid them within 30 days of the initial submission. These claims can be a photocopy or a reprinted claim.

# Claims Documentation

## Clean vs. Unclean Claims

Medicare Choice defines a “clean” claim as a one with no defects or improprieties. A defect or impropriety may include, but is not limited to

- Lack of required substantiating documentation
- A particular circumstance requiring special treatment that prevents timely payment from being made on the claim
- Any required fields where information is missing or incomplete
- Invalid, incorrect or expired codes (e.g., the use of single-digit instead of double-digit place-of-service codes)
- A missing explanation of benefits (EOB) for a patient with other coverage
- Claims requiring medical review before payment
- Claims requiring authorization that was not obtained

## Required Fields on a CMS-1500 Claim Form

The following CMS-1500 claim form is standard in the insurance industry; however, Medicare Choice requires providers to complete only those fields noted in the figure below. Each field is explained in the numbered key that follows this illustration.

CMS-1500 Claim Form



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

<input type="checkbox"/> MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA (EX/LIND) <input type="checkbox"/> OTHER <input type="checkbox"/> FECA											
1. MEDICARE (Member ID#)    MEDICAID (Member ID#)    TRICARE (DA/DA/DA)    CHAMPVA (Member ID#)    GROUP HEALTH PLAN (ID#)    FECA (EX/LIND) (ID#)    OTHER (ID#)					1a. INSURED'S ID NUMBER (For Program in Item 1)						
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)					3. PATIENT'S BIRTH DATE MM   DD   YY    SEX M <input type="checkbox"/> F <input type="checkbox"/>		4. INSURED'S NAME (Last Name, First Name, Middle Initial)				
5. PATIENT'S ADDRESS (No., Street)					6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street)				
CITY		STATE		8. RESERVED FOR NUCC USE					CITY		STATE
ZIP CODE		TELEPHONE (Include Area Code) ( ) ( )			9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/> b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State) _____ c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>		11. INSURED'S POLICY GROUP OR FECA NUMBER		
12. OTHER INSURED'S POLICY OR GROUP NUMBER		13. RESERVED FOR NUCC USE		14. RESERVED FOR NUCC USE		15. INSURED'S DATE OF BIRTH MM   DD   YY    SEX M <input type="checkbox"/> F <input type="checkbox"/>		16. INSURED'S POLICY GROUP OR FECA NUMBER		17. OTHER CLAIM ID (Designated by NUCC)	
18. INSURANCE PLAN NAME OR PROGRAM NAME					19. CLAIM CODES (Designated by NUCC)		20. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, complete items 9, 10, and 11.		21. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (authorize payment of medical benefits to the undersigned physician or supplier for services described below)		
READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.											
SIGNED _____ DATE _____					SIGNED _____						
22. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM   DD   YY    QUAL. _____			23. OTHER DATE MM   DD   YY			24. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM   DD   YY TO MM   DD   YY					
25. NAME OF REFERRING PROVIDER OR OTHER SOURCE					26. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM   DD   YY TO MM   DD   YY		27. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES _____		28. RESUMPTION CODE _____ ORIGINAL REF. NO. _____		
29. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)					30. PRIOR AUTHORIZATION NUMBER		31. SIGNATURE OF PHYSICIAN OR SUPPLIER (including degrees or credentials) certify that the statements on the reverse apply to this bill and are made a part thereof.				
32. A. DATE(S) OF SERVICE From MM   DD   YY To MM   DD   YY		32. B. PLACE OF SERVICE	32. C. EMS	32. D. PROCEDURES, SERVICES, OR SUPPLIES (Exp. Unusual Circumstances) CPT/HCPCS    MODIFIER		32. E. DIAGNOSIS POINTER	32. F. \$ CHARGES	32. G. DAYS OR UNITS	32. H. REF. #	32. I. QUAL.	32. J. REFERRING PROVIDER ID #
1	2	3	4	5	6	7	8	9	10	11	
33. FEDERAL TAX ID NUMBER    SSN (EIN)			34. PATIENT'S ACCOUNT NO.		35. ACCEPT ASSIGNMENT? (For gov. plans, see back) YES <input type="checkbox"/> NO <input type="checkbox"/>		36. TOTAL CHARGE \$	37. AMOUNT PAID \$	38. Rsvd for NUCC Use		
39. SIGNATURE OF PHYSICIAN OR SUPPLIER (including degrees or credentials) certify that the statements on the reverse apply to this bill and are made a part thereof.					40. SERVICE FACILITY LOCATION INFORMATION			41. BILLING PROVIDER INFO & PH # ( )			
SIGNED _____ DATE _____					42. NPI		43. NPI		44. NPI		

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)



**Explanation of Required Fields on a CMS-1500 Claim Form**

If a numbered field is not included, it is not required by Medicare Choice in order to process a claim.

**CMS-1500 Claim form fields**

Field #	Required Field Explanation
1A	Insured's ID number—11-digit patient ID number (combination of the 9-digit patient number and the 2-digit relationship code on the front of the patient ID card)
2	Patient's name—patient's last name, first name, and middle initial
3	Patient's birth date—patient's date of birth in month/day/year format; also, patient's gender
4	Insured's name—last name, first name, and middle initial of policy-holder
5	Patient's address—current address, including city, state, and zip code; also telephone number
6	Patient's relationship to the insured—applicable relationship box marked
7	Insured's address—insured's current address, including city/state/zip code; also insured's telephone number
9	Other insured's name—if the patient is covered by another health insurance plan, please list the insured's last name, first name, and middle initial here; also list the insured's policy or group number, date of birth, gender, employer's name or school name, and insurance plan name or program name
10	Patient's condition related to—check boxes if condition is related to employment, auto accident or other accident.
12	Patient's release—indicates if patient has signed release of information from provider
13	Authorized signature—indicates if patient's signature authorizing payment to provider is on file
17	Referring provider's name—first, and last name of referring provider; if patient is self-directed, please print "NONE"



**CMS-1500 Claim form fields (continued).**

<b>Field #</b>	<b>Required Field Explanation</b>
<b>17A</b>	Referring provider's ID number—Universal Physician Identification Number (UPIN)
<b>17B</b>	Provider's NPI
<b>21</b>	Diagnosis or nature of illness or injury—minimum of one diagnosis code (ICD-9 coding)
<b>24A</b>	Date(s) of service (from/to) in month/day/year format
<b>24B</b>	Place of service—2-digit CMS standard code indicating where services were rendered
<b>24D</b>	Procedures, services, and modifier—CPT or HCPCS code and modifier (if applicable)
<b>24E</b>	Diagnosis Pointer—indicates diagnosis code or diagnoses that apply to service on a given line
<b>24F</b>	Charges—amount charged for service
<b>24G</b>	Days or units—number of times service was rendered
<b>25</b>	Federal tax ID number— tax ID number of provider rendering service
<b>26</b>	Patient's account number—provider-specific ID number for member (up to 12 digits)
<b>28</b>	Total charge—total of all charges on bill
<b>29</b>	Amount paid—amount paid by patient and third-party payers
<b>30</b>	Balance due—current balance due from insured
<b>31</b>	Signature of provider/supplier —should include degree or credentials (please make sure the signature is legible)
<b>32</b>	Name and address of facility—name of facility where services were rendered (if other than home or provider's office)
<b>33</b>	Provider's billing information—billing provider's name, address, and telephone number; also list the PIN number (6-digit ID number assigned to the provider by MedStar Health)

### Required Fields on a UB-04 Claim Form

The following UB-04 claim form is standard in the insurance industry. Each field is explained in the numbered key that follows this illustration.

### UB-04 Claim Form

1	2	3 PAT CONTL #	4 TYPE OF BILL
5 FED. TAX NO	6 STATEMENT COVERS PERIOD FROM	7	
8 PATIENT NAME	9 PATIENT ADDRESS		
10 BIRTHDATE	11 SEX	12 DATE ADMISSION	13 HR
14 TYPE	15 SRC	16 DHR	17 STAT
18	19	20	21
22	23	24	25
26	27	28	29 ACCT STATE
30	31 OCCURRENCE DATE	32 CODE	33 OCCURRENCE DATE
34 CODE	35 OCCURRENCE DATE	36 CODE	37
38	39 VALUE CODES AMOUNT	40 CODE	41 VALUE CODES AMOUNT
42	43 DESCRIPTION	44 HCPCS / RATE / HIPPS CODE	45 SERV DATE
46 SERV UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23	PAGE OF	CREATION DATE	TOTALS
50 PAYER NAME	51 HEALTH PLAN ID	52 REL INFO	53 ADJ BER
54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI	57 OTHER PRV ID
58 INSURED'S NAME	59 P. IEL	60 INSURED'S UNIQUE ID	61 GROUP NAME
62 INSURANCE GROUP NO.	63 TREATMENT AUTHORIZATION CODES	64 DOCUMENT CONTROL NUMBER	65 EMPLOYER NAME
66	67	68	69
70 PATIENT REASON DX	71 PPS CODE	72 ECI	73
74 PRINCIPAL PROCEDURE CODE	75	76 ATTENDING NPI	77 OPERATING NPI
78 OTHER NPI	79 OTHER NPI	80 REMARKS	81
82	83	84	85
86	87	88	89
90	91	92	93

<b>UB-04 Data Elements</b>					
<b>FL</b>	<b>Requirement</b>	<b>Description</b>	<b>Line</b>	<b>Type</b>	<b>Size</b>
1	Required by Medicare	Billing Provider Name	1	AN	25
	Required by Medicare	Billing Provider Street Address	2	AN	25
	Required by Medicare	Billing Provider City, State, Zip	3	AN	25
	Required by Medicare	Billing Provider Telephone, Fax, Country Code	4	AN	25
2	May be required by another payer when applicable / not required by Medicare	Billing Provider's Designated Pay-to Name	1	AN	25
	May be required by another payer when applicable / not required by Medicare	Billing Provider's Designated Pay-to Address	2	AN	25
	May be required by another payer when applicable / not required by Medicare	Billing provider's Designated Pay-to City, State	3	AN	25
	May be required by another payer when applicable / not required by Medicare	Billing provider's Designated Pay-to ID	4	AN	25
3a	Required by Medicare	Patient Control Number	1	AN	24
3b	May be required by another payer when applicable / not required by Medicare	Medical/Health Record Number	2	AN	24
4	Required by Medicare	Type of Bill (TOB)	1	AN	4
5	Required by Medicare	Federal Tax Number	1	AN	4
	Required by Medicare	Federal Tax Number	2	AN	10
6	Required by Medicare	Statement Covers Period -	1	N/N	6/6
7	Field not used	Unlabeled	1	AN	7
	Field not used	Unlabeled	2	AN	8
8a	Required by Medicare	Patient Name/ID	1	AN	19
8b	Required by Medicare	Patient Name	2	AN	29
9a	Required by Medicare	Patient Address - Street	1	AN	40
9b	Required by Medicare	Patient Address - City	2	AN	30
9c	Required by Medicare	Patient Address - State	2	AN	2
9d	Required by Medicare	Patient Address - Zip	2	AN	9
9e	May be required by another payer when applicable / not required by Medicare	Patient Address - Country Code	2	AN	3
10	Required by Medicare	Patient Birthdate	1	N	8
11	Required by Medicare	Patient Sex	1	AN	1

**UB-04 Data Elements, continued.**

FL	Requirement	Description	Line	Type	Size
12	Required for Types of Bill 011X, 012X, 018X, 021X, 022X, 032X, 033X, 041X, 081X, or 082X	Admission/Start of Care Date	1	N	6
13	May be required by another payer when applicable / not required by Medicare	Admission Hour	1	AN	2
14	Required for Types of Bill 011X, 012X, 018X, 021X, and 041X	Priority (Type) of Admission or Visit	1	AN	1
15	Required by Medicare	Point of Origin for Admission or Visit	1	AN	1
16	May be required by another payer when applicable / not required by Medicare	Discharge Hour	1	AN	2
17	Required for Types of Bill 011X, 012X, 013X, 014X, 018X, 021X, 022X, 023X, 032X, 033X, 034X, 041X, 071X, 073X, 074X, 075X, 076X, 081X, 082X, 085X	Patient Discharge Status	1	AN	2
18-28	Required if applicable	Condition Codes		AN	2
29	May be required by another payer when applicable / not required by Medicare	Accident State		AN	2
30	Field not used	Unlabeled	1	AN	12
	Field not used	Unlabeled	2	AN	13
31-34	Required if applicable	Occurrence Code/Date	a	AN/N	2/6
	Required if applicable	Occurrence Code/Date	b	AN/N	2/6
35-36	Required if applicable	Occurrence Span Code/From/Through	a	AN/N/	2/6/6
	Required if applicable	Occurrence Span Code/From/Through	b	AN/N/	2/6/6
37	Field not used	Unlabeled	a	AN	8
	Field not used	Unlabeled	b	AN	8
38	May be required by another payer when applicable / not required by Medicare	Responsible Party Name/Address	1	AN	40
	May be required by another payer when applicable / not required by Medicare	Responsible Party Name/Address	2	AN	40

**UB-04 Data Elements, continued.**

FL	Requirement	Description	Line	Type	Size
	May be required by another payer when applicable / not required by Medicare	Responsible Party Name/Address	3	AN	40
	May be required by another payer when applicable / not required by Medicare	Responsible Party Name/Address	4	AN	40
	May be required by another payer when applicable / not required by Medicare	Responsible Party Name/Address	5	AN	40
39-41	Required if applicable	Value Code	a-d	AN	2
	Required if applicable	Value Code Amount	a-d	N	9
42	Required by Medicare	Revenue Codes	1-23	N	4
43	May be required by another payer when applicable / not required by Medicare	Revenue Code Description/Investigational Device Exemption (IDE) Number/Medicaid	1-23	AN	24
44	Required if applicable	Healthcare Common Procedure Coding System (HCPCS)/Accommodation Rates/Health Insurance Prospective Payment System (HIPPS) Rate Codes	1-23	AN	14
45	Required if applicable	Service Dates	1-23	N	6
46	Required if applicable	Service Units	1-23	N	7
47	Required by Medicare	Total Charges	1-23	N	9
48	Required if applicable	Non-Covered Charges	1-23	N	9
49	Field not used	Unlabeled	1-23	AN	2
		Page of Creation Date	23	N/N	3/3
50	Required by Medicare	Payer Identification - Primary	A	AN	23
	Required by Medicare	Payer Identification - Secondary	B	AN	23
	Required by Medicare	Payer Identification - Tertiary	C	AN	23
51	Required by Medicare	Health Plan ID	A	AN	15
	Required if applicable	Health Plan ID	B	AN	15
	Required if applicable	Health Plan ID	C	AN	15
52	Required by Medicare	Release of Information	A	AN	1
	Required by Medicare	Release of Information - Secondary	B	AN	1
	Required by Medicare	Release of Information - Tertiary	C	AN	1

**UB-04 Data Elements, continued.**

FL	Requirement	Description	Line	Type	Size
53	May be required by another payer when applicable / not required by Medicare	Assignment of Benefits - Primary	A	AN	1
	May be required by another payer when applicable / not required by Medicare	Assignment of Benefits - Secondary	B	AN	1
	May be required by another payer when applicable / not required by Medicare	Assignment of Benefits - Tertiary	C	AN	1
54	Required if applicable	Prior Payments - Primary	A	N	10
	Required if applicable	Prior Payments - Secondary	B	N	10
	Required if applicable	Prior Payments - Tertiary	C	N	10
55	May be required by another payer when applicable / not required by Medicare	Estimated Amount Due - Primary	A	N	10
	May be required by another payer when applicable / not required by Medicare	Estimated Amount Due - Secondary	B	N	10
	May be required by another payer when applicable / not required by Medicare	Estimated Amount Due - Tertiary	C	N	10
56	Required by Medicare	National Provider Identifier (NPI) -	1	AN	15
57	Required if applicable	Other Provider ID	A	AN	15
	Required if applicable	Other Provider ID	B	AN	15
	Required if applicable	Other Provider ID	C	AN	15
58	Required by Medicare	Insured's Name - Primary	A	AN	25
	Required by Medicare	insured's Name - Secondary	B	AN	25
	Required by Medicare	insured's Name - Tertiary	C	AN	25
59	Required if applicable	Patient's Relationship - Primary	A	AN	2
	Required if applicable	Patient's Relationship - Secondary	B	AN	2
	Required if applicable	Patient's Relationship - Tertiary	C	AN	2
60	Required by Medicare	Insured's Unique ID - Primary	A	AN	20
	Required by Medicare	Insured's Unique ID - Secondary	B	AN	20
	Required by Medicare	Insured's Unique ID - Tertiary	C	AN	20
61	Required if applicable	Insurance Group Name - Primary	A	AN	14
	Required if applicable	Insurance Group Name - Secondary	B	AN	14
	Required if applicable	Insurance Group Name - Tertiary	C	AN	14

**UB-04 Data Elements, continued.**

<b>FL</b>	<b>Requirement</b>	<b>Description</b>	<b>Line</b>	<b>Type</b>	<b>Size</b>
62	Required if applicable	Insurance Group No. - Primary	A	AN	17
	Required if applicable	Insurance Group No. - Secondary	B	AN	17
	Required if applicable	Insurance Group No. - Tertiary	C	AN	17
63	Required if applicable	Treatment Authorization - Primary	A	AN	30
	Required if applicable	Treatment Authorization - Secondary	B	AN	30
	Required if applicable	Treatment Authorization - Tertiary	C	AN	30
64	Required if applicable	Document Control Number (DCN)	A	AN	26
	Required if applicable	Document Control Number (DCN)	B	AN	26
	Required if applicable	Document Control Number (DCN)	C	AN	26
65	Required if applicable	Employer Name (of the insured) -	A	AN	25
	Required if applicable	Employer Name (of the insured) - Secondary	B	AN	25
	Required if applicable	Employer Name (of the insured) - Tertiary	C	AN	25
66	Required by Medicare	Diagnosis and Procedure Code Qualifier (International Classification of Diseases [ICD] Version Indicator)	1	AN	1
67	Required for Types of Bill 011X, 012X, 013X, 014X, and 021X	Principal Diagnosis Code and Present on Admission (POA) Indicator	1	AN	8
67A-Q	Required if applicable	Other Diagnosis and POA Indicator	A-O	AN	8
68	Field not used	Unlabeled	1	AN	8
	Field not used	Unlabeled	2	AN	9
69	Required for Types of Bill 011X, 012X, 021X, and 022X	Admitting Diagnosis Code	1	AN	7
70a	Required if applicable	Patient Reason for Visit Code	1	AN	7
70b	Required if applicable	Patient Reason for Visit Code	1	AN	7
70c	Required if applicable	Patient Reason for Visit Code	1	AN	7
71	May be required by another	Prospective Payment System (PPS)	1	AN	3
72a	May be required by another payer when applicable / not required by Medicare	External Cause of Injury Code and POA Indicator	1	AN	8



<b>UB-04 Data Elements, continued.</b>					
<b>FL</b>	<b>Requirement</b>	<b>Description</b>	<b>Line</b>	<b>Type</b>	<b>Size</b>
72b	May be required by another payer when applicable / not required by Medicare	External Cause of Injury Code and POA Indicator	1	AN	8
72c	May be required by another payer when applicable / not required by Medicare	External Cause of Injury Code and POA Indicator	1	AN	8
73	Field not used	Unlabeled	1	AN	9
74	Required if applicable	Principal Procedure Code/Date	1	N/N	7/6
74a	Required if applicable	Other Procedure Code/Date	1	N/N	7/6
74b	Required if applicable	Other Procedure Code/Date	1	N/N	7/6
74c	Required if applicable	Other Procedure Code/Date	2	N/N	7/6
74d	Required if applicable	Other Procedure Code/Date	2	N/N	7/6
74e	Required if applicable	Other Procedure Code/Date	2	N/N	7/6
75	Field not used	Unlabeled	1	AN	3
	Field not used	Unlabeled	2	AN	4
	Field not used	Unlabeled	3	AN	4
	Field not used	Unlabeled	4	AN	4
76	Required if applicable	Attending Provider - NPI/QUAL/ID	1	AN	11/2/9
	Required if applicable	Attending Provider - Last/First	2	AN	16/12
77	Required if applicable	Operating Physician - NPI/QUAL/ID	1	AN	11/2/9
	Required if applicable	Operating Physician - Last/First	2	AN	16/12
78	Required if applicable	Other Provider - QUAL/NPI/QUAL/ID	1	AN	2/11/2/
	Required if applicable	Other Provider - Last/First	2	AN	16/12
79	Required if applicable	Other Provider - QUAL/NPI/QUAL/ID	1	AN	2/11/2/
	Required if applicable	Other Provider - Last/First	2	AN	16/12
80	Required if applicable	Remarks	1	AN	21
	Required if applicable	Remarks	2	AN	26
	Required if applicable	Remarks	3	AN	26
	Required if applicable	Remarks	4	AN	26
81	Required if applicable	Code-Code - QUAL/CODE/VALUE	a	AN/AN	2/10/1
	Required if applicable	Code-Code - QUAL/CODE/VALUE	b	AN/AN	2/10/1
	Required if applicable	Code-Code - QUAL/CODE/VALUE	c	AN/AN /AN	2/10/1 2
	Required if applicable	Code-Code - QUAL/CODE/VALUE	d	AN/AN /AN	2/10/1 2

## Place-of-Service Codes

All providers are required to submit CMS-1500 claim forms with CMS standard two-digit place-of-service codes entered in Box 24B. Forms submitted without these codes will be rejected with no adjudication and returned to the provider for resubmission. This policy applies to all Medicare Choice products.

### Commonly Used Place-of-Service Codes

Code	Description
11	Office
12	Home
15	Mobile
20	Urgent Care Facility
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room
24	Ambulatory Surgical Center
25	Birthing Center
26	Military Treatment Facility
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care Facility
34	Hospice
49	Independent Clinic
50	Federally Qualified Health Center
51	Inpatient Psychiatric Facility
52	Psychiatric Facility Partial Hospitalization
53	Community Mental Health Center
54	Intermediate Care Facility/Mentally Retarded
55	Residential Chemical Dependency Treatment Facility
56	Psychiatric Residential Treatment Facility
60	Mass Immunization Center
61	Comprehensive Inpatient Rehabilitation Facility
62	Comprehensive Outpatient Rehabilitation Facility
65	End-Stage Renal Disease Treatment Facility
71	State or Local Public Health Clinic
72	Rural Health Clinic
81	Independent Laboratory

## Codes and Modifiers

### Claims Coding

Providers who are reimbursed for professional and ancillary services on a fee-for-service basis agree to accept the network reimbursement, less deductibles, coinsurance and copayments as payment in full for covered services provided to Medicare Choice patients.

### Unlisted Codes

- **Procedures**

When necessary and appropriate, a provider may bill for a procedure that does not have an existing CPT/HCPCS code. The provider should use the “miscellaneous” or “not otherwise classified” code that most closely relates to the service provided. When using “unlisted” or “not otherwise classified” codes for billing, providers should supply all supporting documentation.

- **Medications**

“Unlisted” or “not otherwise classified” drugs must be submitted with applicable HCPCS codes. The claim must include a description of the item/drug supplied, the correct dosage and the National Drug Classification Code number (NDC#).

- **Modifiers**

Frequently used provider modifiers are listed in the following table. For a complete list of modifiers, refer to the CPT manual and the HCPCS Level II manual.

### Provider Modifiers

Modifier	Description
24	Unrelated evaluation and management service by the same provider during a postoperative period
25	Significant, separately identifiable evaluation and management service by the same provider on the same day of the procedure or other service
33	Preventive services
50	Bilateral procedure
57	Decision for surgery
59	Distinct procedural service
62	Two surgeons
76	Repeat procedure by same provider or other qualified healthcare professional
77	Repeat procedure by another provider or other healthcare professional
80	Assistant surgeon
82	Assistant surgeon (when qualified resident and surgeon not available)
91	Repeat clinical diagnostic laboratory test
LT	Left side
RT	Right side

**Anesthesia Modifiers**

Anesthesia claims for all providers should be billed with the correct codes from the American Society of Anesthesiologists (ASA) — 00100–01999 — which are included in the CPT manual.

Services performed for Medicare Choice patients by a certified registered nurse anesthetist (CRNA) are eligible for reimbursement and can be billed in conjunction with the anesthesiologist’s charges provided the appropriate modifier is used.

Appropriate anesthesia modifiers also should be billed including, but not limited to, the following:

**Anesthesia Modifiers**

Modifier	Description
AA	Anesthesia services performed personally by anesthesiologist
AD	Medical supervision by a provider; more than four concurrent anesthesia procedures
QK	Medical direction of two, three, or four concurrent anesthesia procedures involving qualified individuals
QS	Monitored anesthesia care service
QX	Certified registered nurse anesthetist (CRNA) service with medical direction by a provider
QY	Medical direction of one CRNA by an anesthesiologist
QZ	CRNA service without medical direction by a provider

**Home Medical Equipment Modifiers**

Home medical equipment (HME) modifiers include, but are not limited to, the following:

**Home Medical Equipment Modifiers**

Modifier	Description
RR	Rental
NU	New purchase
UE	Used durable medical equipment

**Code-Specific Policies**

- Blood Draw/Venipuncture**  
 Medicare Choice does not reimburse for blood draw/venipuncture when that service is provided in conjunction with any other laboratory or evaluation and management service on the same date of service.
- Immunizations**  
 The injection is included with the office evaluation and management code (EM) if billed together or on the same date of service.
- Surgical Procedures**  
 Providers must note surgical procedures performed during the same operative session by the same provider on a single claim form or electronic equivalent. Billing on separate claim form may result in delayed payments, incorrect payments or payment denial.

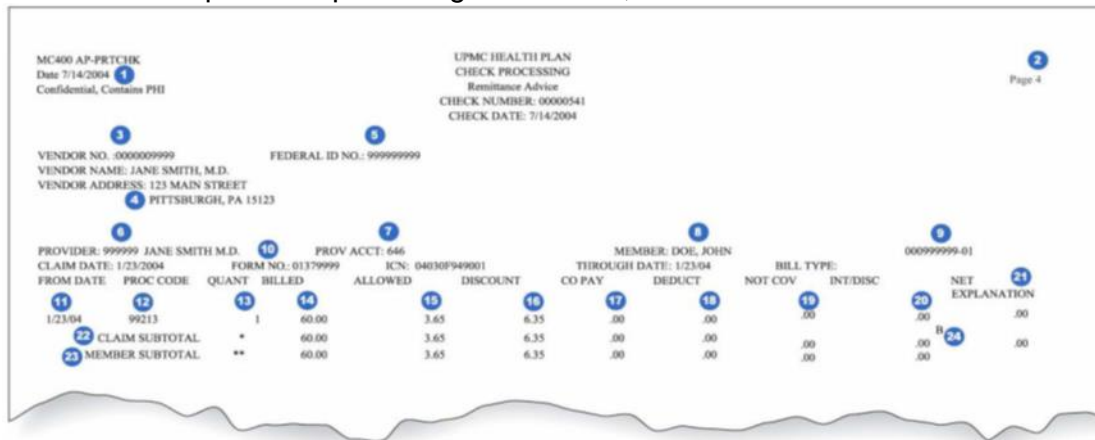
# Reimbursement

Medicare Choice processes all clean claims within 30 days from the date they are received. Applicable state regulations stipulate that a claim is paid when Medicare Choice mails the check.

## Explanation of Payment (Remittance Advice)

The Explanation of Payment (EOP), referred to on the statement as a “remittance advice,” is a summary of claims submitted by a provider. It shows the date of service, diagnosis and procedure performed, as well as all payment information (i.e., money applied to the member’s deductible or copayment and denied services).

For additional questions pertaining to the EOP, contact Provider Services at **855-222-1042**.



#	Description	#	Description	#	Description
1	Run date – date printed	9	Patient number	17	Copayment applied (patient liability)
2	Page number	10	Form number – claim ID number assigned by Medicare Choice	18	Deductible applied (patient liability)
3	Provider vendor number	11	Date of service	19	Amount not covered
4	Provider name and address	12	Procedure code	20	Interest applied
5	Federal tax ID number – Provider tax ID number	13	Number of units billed	21	Net explanation – amount paid
6	Servicing provider number and name	14	Billed amount	22	Claim subtotal line – subtotal for fields 14-21
7	Member account number	15	Medicare Choice’s allowed amount	23	Patient subtotal line
8	Patient name – last name, first name	16	Discount applied (not member liability)	24	Explanation codes

## Process for Refunds or Returned Checks

Medicare Choice accepts overpayments two ways:

- Providers may refund additional money directly to Medicare Choice, *or*
- Medicare Choice will take deductions from future claims

## Refunds

If Medicare Choice has paid in error, providers may return the check or write a separate check from their account for the full amount paid in error. Providers should include a copy of the remittance advice, supporting documentation noting the reason for the refund and the explanation of benefits (EOB) from other insurance carriers, if applicable.

Refunds should be sent directly to the General Accounting department at this address:

**Attn: General Accounting  
MedStar Medicare Choice  
24th Floor  
600 Grant St.  
Pittsburgh, PA 15219**

## Overpayment

If Medicare Choice has paid in error and the provider has not sent a refund or returned the check, money will be deducted from future claims paid. The related claim information will be shown on the remittance advice as a negative amount.

## Claims Follow-Up

To view claim status online, go to [www.MedStarProviderNetwork.com](http://www.MedStarProviderNetwork.com). Existing users can log in through Provider OnLine. New users will be asked to register. For login information, contact Provider Services at **855-222-1042** or email [Provider\\_Support@TogetherForYourHealth.com](mailto:Provider_Support@TogetherForYourHealth.com).

To check the status of a claim without going online, call Provider Services at **855-222-1042**, Monday through Friday, 8 a.m. to 5 p.m.

## Denials and Appeals

All denied claims are reported on the EOP, referred to on the statement as a “remittance advice.” This indicates whether the provider has the right to bill the patient for the denied services and/or if the patient is financially responsible for payment.

If a provider disagrees with Medicare Choice’s decision to deny payment of services, the provider must appeal in writing to the appeals coordinator within 180 (medical necessity) or 120 (administrative) days of receipt of the denial notification. The request must include the reason for the appeal and any relevant documentation, which may include the patient’s medical record. More detailed information on this subject can be found in the *Provider Standards & Procedures* section of this manual.

Appeals should be submitted to

**MedStar Medicare Choice**  
**P.O. Box 269**  
**Pittsburgh, PA 15230-0269**

All appeals undergo Medicare Choice’s internal review process, which meets all applicable regulatory agency requirements. The provider will receive written notification in all situations in which the decision to deny payment is upheld.

## False Claims

The False Claims Act (31 U.S.C. § 3729) makes it illegal to present or cause to be presented to the federal or state government a false or fraudulent claim for payment. This would apply to U.S. government programs such as Medicaid, Medicare and Medicare Part D and the Federal Employees Health Benefit Plan (FEHBP). Any person in violation of this act could be liable to the U.S. government for not less than \$5,000 and not more than \$10,000 per false claim, plus three times the amount of any other damages the U.S. government sustains because of the fraudulent claims.

- Qui tam lawsuits can be filed by private citizens referred to as whistle-blowers against any healthcare provider allegedly violating the federal and state False Claims Act.
- Whistle-blowers are protected if they are discharged because of their involvement with a suit; they are entitled to reinstatement and damages double the amount of their lost wages.

## Best Practices

Best practices to help prevent fraud and abuse include

- Develop and follow the elements of a compliance program.
- Audit claims for accuracy.
- Review medical records for accurate documentation of services rendered.
- Take action if you identify a problem (i.e., contact Fraud, Waste, and Abuse at **855-222-1046**).
- Ask for photo identification when registering members at the point of service.
- Consider disabling the functionality within EMR systems that would allow one to copy and paste notes from visit to visit.