

Reimbursement Policy

Subject: **Claims Submission – Required Information for Professional Providers**

Policy Number: **G-06029**

Policy Section: **Administration**

Last Approval Date: **06/09/2023**

Effective Date: **06/09/2023**

**** Visit our provider website for the most current version of the reimbursement policies. If you are using a printed version of this policy, please verify the information by going to <https://medicareprovider.healthybluemo.com>. ****

Disclaimer

These reimbursement policies serve as a guide to assist you in accurate claims submissions and to outline the basis for reimbursement if Healthy Blue Medicare Advantage covered the service for the member's benefit plan. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member's state of residence.

You must follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with Current Procedure Terminology® (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes, and/or revenue codes. These codes denote the services and/or procedures performed and, when billed, must be fully supported in the medical record and/or office notes. Unless otherwise noted within the policy, our reimbursement policies apply to both participating and non-participating professional providers and facilities.

If appropriate coding/billing guidelines or current reimbursement policies are not followed, Healthy Blue Medicare Advantage may:

- Reject or deny the claim.
- Recover and/or recoup claim payment.
- Adjust the reimbursement to reflect the appropriate services and/or procedures performed.

These reimbursement policies may be superseded by mandates in provider, state, federal, or Centers for Medicare & Medicaid Services (CMS) contracts and/or requirements. Healthy Blue Medicare Advantage strives to minimize delays in policy implementation. If there is a delay, we reserve the right to recoup and/or recover claims payment to the effective date in accordance with the policy. We reserve the right to review and revise these policies when necessary. When there is an update, we will publish the most current policy to the website.

Policy

Professional providers of healthcare services are required to submit an original *CMS-1500 Health Insurance Claim Form*, or its electronic equivalent, to us for payment of health care services unless provider, state, federal, or CMS contracts and/or requirements indicate otherwise.

<https://medicareprovider.healthybluemo.com>

Healthy Blue is the trade name of Missouri Care, Inc., an independent licensee of the Blue Cross Blue Shield Association.
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Providers must submit a properly completed *CMS-1500 Health Insurance Claim Form*, or its electronic equivalent, for services performed or items/devices provided. If the required information is not submitted, we will deny payment without being liable for interest or penalties. The *CMS-1500 Health Insurance Claim Form*, or its electronic equivalent, must include the following information, if applicable:

- Patient information (name, address including ZIP code, date of birth, gender, relationship to insured, and medical condition as related to employment or an accident)
- Insured's information (member ID number, name, address including ZIP code, policy, group or *Federal Employees' Compensation Act* number, name of insurance plan or program, and name of other health benefit plan)
- Coordination of benefits/other insured's information (name, policy or group number, and name of insurance plan or program)
- Name of referring physician or source
- Indication of outside laboratory
- ICD-10-CM diagnosis code(s)
- *Clinical Laboratory Improvement Amendments* certification number
- Date(s) of service(s) rendered
- Place of service
- Procedures, services, or supplies (description of services rendered using CPT-4 codes/HCPCS codes and appropriate modifiers)
- Charge(s) for service(s) rendered
- Day(s) or unit(s) related to service(s) rendered
- Total charges and amount paid by patient
- Federal tax identification number
- Name and address of facility where services were rendered and the national provider identifier (NPI) of the service facility
- NPI:
 - Individual servicing provider's NPI must be reported as the rendering provider ID
 - When billing is from a group, the group's NPI must be reported as the billing provider
- NPI and other non-NPI identifier of the referring, ordering or supervising provider
- Billing provider information (name, address including ZIP code, telephone number)
- Indication of signature on file — a handwritten or computer generated signature for the provider of service or their representative — and date the form was signed
- National drug code(s) (NDC) to include the NDC number, unit price, quantity, and composite measure per drug

Healthy Blue Medicare Advantage cannot accept claims with alterations to billing information. Altered claims will be returned to the provider with an explanation of the reason for the return.

Although we prefer the submission of claims electronically through the electronic data interchange (EDI), we will accept paper claims. A paper claim must be submitted on an original claim form with drop out red ink, computer-printed or typed, in a large, dark font in order to be read by optical character reading (OCR) technology. All claims must be legible. If any field on the claim is illegible, the claim will be rejected or denied.

Providers should refer to their provider manuals and state specific guidelines for details on claims submission requirements.

Related Coding	
Standard correct coding applies	

Policy History	
06/09/2023	Review approved and effective: added policy statement; added statement referencing provider manuals and state specific guidelines; added or electronic equivalent
04/12/2021	Review approved: minor administrative updates
01/01/2021	Initial approval and effective

References and Research Materials	
This policy has been developed through consideration of the following:	
<ul style="list-style-type: none"> • CMS • State contract • State Medicaid 	

Definitions	
General Reimbursement Policy Definitions	

Related Policies and Materials	
Claims Requiring Additional Documentation	
Claim submission – Required Information for Facilities	
Corrected Claims	
Modifier Usage	
Provider Preventable Conditions	
Unlisted, Unspecified, or Miscellaneous Codes	
Electronic Data Interchange Manual	