PAPER Claim Submission Guidelines  
Institutional and Professional  

Failure to adhere to the following guidelines will result in processing/payment delays or claims returned unprocessed.

Basic information and guidelines for submission of PAPER claims  
SPECIFIC TO BCCCNP, WISEWOMAN, Wise Choices & Colorectal:

- Claim forms must be mailed flat, without folding, in 9" x 12" or larger envelopes.  
  **Do not fold the form.**  
- Use only black ink.  
- Do not write or print on the claim, except for the Provider Signature Certification.  
- Handwritten claims are not acceptable.  
- UPPER CASE alphabetic characters are recommended.  
- Do not use italic, script, orator, or proportional fonts.  
- 12-point type is preferred.  
- Make sure the type is even (on the same horizontal plane) and within the boxes.  
- Only service line data can be on a claim line. Do not squeeze comments below the service line.  
- Do not send damaged claims that are torn, glued, taped, stapled, or folded. Prepare another claim.  
- Do not use correction fluid or correction tape, including self-correcting typewriters.  
- Claims must be original (red claim forms). Do not submit photocopies.

Providing attachments (Primary Insurance EOB):

- Mail claim forms with attachments **flat**, with **no folding**, in 9" x 12" or larger envelope.  
- Do not send attachments unless the attachment is required. Any unnecessary attachments, such as statement detail or client account information, will delay processing of claims.

Mailing address for all PAPER claims:

**MDCH - Claims 109**  
W Michigan Ave.  
WSB - 5th Floor  
Lansing, MI 48933  

**DO NOT** address to "Nationwide" or "Health Advantage" or "Medicaid".  
Our programs have no affiliation w/ those entities. Claim processing may be delayed.
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866-930-6324 – Phone
517-763-0290 – Fax

Claims will NOT be accepted via fax.

Paper claim forms MUST be on RED-INK forms
- Institutional claims (UB-04): OMB-0938-0997 in the lower right hand corner
- Professional claims (CMS-1500): OMB-0938-1197 in the lower right hand corner

Electronic Claims
- Electronic claims can be submitted through the DEG (Data Exchange Gateway) or through a clearinghouse (example: Netwerkes).
- Agencies submitting claims electronically must use the ASC X12N 837 5010 A1 institutional format.

Remittance Advice (RA):
- RAs are available in paper (via FAX - sent every Thursday morning) and electronic formats, and utilize the HIPAA-compliant national standard claim adjustment group codes to (835 RA) report claim status. If you are interested in receiving an 835RA, please contact Tory Doney at DoneyT@michigan.gov for additional details.

Equipment
- Keep equipment properly maintained to avoid the following:
  - Dirty print elements with filled character loops.
  - Light print or print of different density.
  - Breaks or gaps in characters.
  - Ink botches or smears in print
  - Worn out ribbons.
  - Dot matrix printers should not be used as they result in frequent misreads by the OCR (Optical Character Reader).