

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 & 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:

MDHHS - Claims
109 Michigan Ave.
WSB - 5th Floor
Lansing, MI 48913

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
517-335-8752 – Fax *or* 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) and electronic formats, and utilize the HIPAA-compliant national standard claim adjustment group codes to report claim status.

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).*