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## 1. Section Modifications

| Version | Section   | Update   | Publish Date | SME   |
|---------|---|--|--------------|---|
| 57.0    | All   | Published version  | 3/8/18       | TQD   |
| 56.2    | 2.5.1.1 Procedure Codes   | Corrected ICD-10-PCS definition  | 3/8/18       | W Deseron<br>D Baker<br>E Garibovic               |
| 56.1    | 2.3.7 Service Limitations   | Updated information for policy limitations   | 3/8/18       | W Deseron<br>D Baker<br>E Garibovic               |
| 56.0    | All   | Published version  | 2/9/18       | TQD   |
| 55.3    | 2.11.4 Coordination of Benefits<br>2.11.7.3 Litigation Cases  | Changed "members" to "participants"  | 2/9/18       | W Deseron<br>D Baker<br>E Garibovic               |
| 55.2    | 2.5.1.4 Modifiers   | Added "Medical Waste of Drugs and Biologicals" and added heading for "Separate Encounters and Distinct Procedures" | 2/9/18       | W Deseron<br>D Baker<br>E Garibovic               |
| 55.1    | 2.5.1.2 Procedure Codes without a Price on the Fee Schedule   | Updates to documentation requirements  | 2/9/18       | W Deseron<br>D Baker<br>E Garibovic               |
| 55.0    | All   | Published version  | 1/29/18      | TQD   |
| 54.1    | All   | Document restructured and updated throughout   | 1/29/18      | W Deseron<br>E Garibovic<br>D Baker<br>C Loveless |
| 54.0    | All   | Published version  | 1/6/18       | TQD   |
| 53.1    | 2.3 Co-payments<br>2.4.1 Discrepancy Contact Information<br>2.7.3.1 Signature on File<br>2.11.1 Overview<br>2.11.2 Medicaid Prior Authorization | Updated for TPA upgrade  | 1/6/18       | T Humpherys<br>D Baker<br>E Garibovic             |
| 53.0    | All   | Published version  | 12/29/17     | TQD   |
| 52.1    | 2.13.1 Overview   | Updated for MMCP expansion   | 12/29/17     | F Clarke<br>E Garibovic                           |
| 52.0    | All   | Published version  | 10/20/17     | TQD   |
| 51.1    | 2.1.6 Medicaid Billing Policies   | Added statement to indicate revenue codes not listed in UB04 Instructions are not covered                          | 10/20/17     | D Baker<br>E Garibovic                            |
| 51.0    | All   | Published version  | 9/21/17      | TQD   |
| 50.1    | 2.13.4 Resubmitting Crossover Claims  | Added reference to exception for services matching MRN   | 9/21/17      | D Baker<br>E Garibovic                            |
| 50.0    | All   | Published version  | 9/7/17       | TQD   |
| 49.1    | 2.11.2 Medicaid Prior Authorization (PA)  | Removed reference to PAD list and added reference to Fee Schedule  | 9/7/17       | E Garibovic                                       |
| 49.0    | All   | Published version  | 6/5/17       | TQD   |
| 48.1    | 2.15 Retrospective Review, and subsections 2.15.1 Overview and 2.15.2 Requests for Reconsideration and Appeals                                  | New sections   | 6/5/17       | W Deseron<br>D Baker<br>E Garibovic               |
| 48.0    | All   | Published version  | 5/26/17      | TQD   |

| Version | Section   | Update  | Publish Date | SME                                  |
|---------|---|---|--------------|--------------------------------------|
| 47.2    | 2.14.5 Claim Review Request   | Changed "original claim ID" to "most current claim ID"  | 5/26/17      | C Van Zile<br>D Baker<br>E Garibovic |
| 47.1    | 2.1.2.1 Procedure Codes without a Price on the Fee Schedule   | Updated statement about claims submitted without required attachments                           | 5/26/17      | C Van Zile<br>D Baker<br>E Garibovic |
| 47.0    | All   | Published version   | 3/29/17      | TQD                                  |
| 46.1    | 2. General Billing Information  | Updated dental vendor information   | 3/29/17      | C Loveless                           |
| 46.0    | All   | Published version   | 3/23/17      | TQD                                  |
| 45.1    | 2.1.7 Timely Filing Limit<br>2.1.7.3 Additional Services on a Resubmitted Claim<br>2.1.7.4 Resubmissions of Denied Claims | Clarified requirement is for start date of service  | 3/23/17      | D Baker<br>E Garibovic               |
| 45.0    | All   | Published version   | 2/27/17      | TQD                                  |
| 44.1    | 2.14.1.2 Paper Adjustments  | Removed zero from CMS 1500 frequency codes  | 2/27/17      | D Baker<br>E Garibovic               |
| 44.0    | All   | Published version   | 2/1/17       | TQD                                  |
| 43.2    | 2.8 Wellness Exams  | New section   | 2/1/17       | D Baker                              |
| 43.1    | 2.1.6 Medicaid Billing Policies   | Added statement regarding cost centers  | 2/1/17       | T Lombard<br>D Baker<br>E Garibovic  |
| 43.0    | All   | Published version   | 12/30/16     | TQD                                  |
| 42.2    | 2.7 Interpretive Services   | Updates to documentation and payment information  | 12/30/16     | C Brock<br>D Baker<br>E Garibovic    |
| 42.1    | 2.1.6.3 Telehealth Services   | Changes regarding updated policy effective 1/1/2017   | 12/30/16     | C Brock<br>D Baker<br>E Garibovic    |
| 42.0    | All   | Published version   | 8/31/16      | TQD                                  |
| 41.1    | 2.10.1 Overview [PA]<br>2.10.2.1 QIO PA<br>2.10.3 Requests for Reconsideration and Appeals                                | Updated QIO information due to vendor change  | 8/31/16      | D Boyle<br>D Baker                   |
| 41.0    | All   | Published version   | 8/25/16      | TQD                                  |
| 40.2    | 2.9.3 Attachments   | Changed "manufacturer's invoice" to "manufacturer's MSRP"; added bullet about cost and shipping | 8/25/16      | D Baker                              |
| 40.1    | 2.1.2.1 Procedure Codes without a Price on the Fee Schedule   | Added "listing procedure code" and "plus shipping as applicable"                                | 8/25/16      | D Baker                              |
| 40.0    | All   | Published version   | 7/14/16      | TQD                                  |
| 39.1    | 2.8 340B Pharmacy Billing   | New section   | 7/14/16      | J Siroky<br>D Baker                  |
| 39.0    | All   | Published version   | 7/1/16       | TQD                                  |
| 38.1    | 2.11.3 Crossover Errors   | Changed "six months" to "365 days"  | 7/1/16       | D Baker                              |
| 38.0    | All   | Published version   | 6/2/16       | TQD                                  |
| 37.1    | 2.10.3.1 Third Party Recovery (TPR) Coverage Codes  | Added "0016"  | 6/2/16       | K McNeal<br>D Baker                  |
| 37.0    | All   | Published version   | 5/19/16      | TQD                                  |
| 36.1    | 2.1.7.2 Participant Eligibility   | Clarified information on supporting documentation for timely filing                             | 5/19/16      | R Natal<br>D Baker                   |
| 36.0    | All   | Published version   | 3/1/16       | TQD                                  |
| 35.1    | 2.1.6 Medicaid Billing Policies   | Add section 2.1.6.1 Provider Licensing  | 3/1/16       | D Baker<br>L Windham                 |
| 35.0    | All   | Published Version   | 1/22/16      | TQD                                  |

| Version | Section   | Update  | Publish Date | SME  |
|---------|---|---|--------------|--|
| 34.3    | 2.10.4 Processing TPR Claims                      | Removed information concerning MRN requirement  | 1/22/16      | D Baker<br>C Loveless                          |
| 34.1    | 2.1.6.2 Telehealth Services                       | New Section added   | 1/22/16      | D Baker<br>C Loveless                          |
| 34.1    | 2.1.6 Medicaid Billing Policies                   | Added information on "no-show" or missed appointments   | 1/22/16      | D Baker<br>C Loveless                          |
| 34.0    | All   | Published version   | 12/1/15      | TQD  |
| 33.5    | 2.10.4.4 Medicaid Participation                   | Removed section   | 12/1/15      | C Coyle<br>D Baker                             |
| 33.3    | 2.10.1.1 Participant Responsibility               | Updated for December 2015 COB changes   | 12/1/15      | C Coyle<br>D Baker                             |
| 33.2    | 2.2 Coordination of Benefits                      | Updated for December 2015 COB changes   | 12/1/15      | C Coyle<br>D Baker                             |
| 33.1    | 2.1.6 Medicaid Billing Policies                   | Updated for December 2015 COB changes   | 12/1/15      | C Coyle<br>D Baker                             |
| 33.0    | All   | Published version   | 9/25/15      | TQD  |
| 32.1    | 2.9.2 Medicaid Prior Authorization (PA)           | Additional information added for PAs and modifiers; removed bullet indicated a PA request must include HC referral number | 9/25/15      | C Brock<br>J Siroky<br>D Baker                 |
| 32.0    | All   | Published version   | 9/10/15      | TQD  |
| 31.2    | 2.9.2 Medicaid Prior Authorization (PA)           | Clarification regarding modifiers   | 9/10/15      | C Brock<br>C Taylor                            |
| 31.1    | 2.9.1 Overview                                    | Clarification for EPSDT services  | 9/10/15      | C Brock<br>C Taylor                            |
| 31.0    | All   | Published version   | 8/28/15      | TQD  |
| 30.1    | 2.1.2 Procedure Codes<br>2.10.5 Split Claims      | Updated for ICD-10  | 8/28/15      | A Coppinger<br>J Siroky<br>C Taylor<br>D Baker |
| 30.0    | All   | Published version   | 8/14/15      | TQD  |
| 29.4    | 2.12.5 Claim Review Request                       | Updates for overpayment process   | 8/14/15      | C Taylor<br>D Baker<br>C Loveless              |
| 29.3    | 2.12.4 Adjustments Beyond Two Years               | New section   | 8/14/15      | C Taylor<br>D Baker<br>C Loveless              |
| 29.2    | 2.12.3 Adjustments Up to Two Years                | New section   | 8/14/15      | C Taylor<br>D Baker<br>C Loveless              |
| 29.1    | 2.12.1 Overview                                   | Clarified amount of time for adjustments  | 8/14/15      | C Taylor<br>D Baker<br>C Loveless              |
| 29.0    | All   | Published version   | 6/26/15      | TQD  |
| 28.4    | 2.12.1.2 Paper Adjustments                        | Corrected frequency codes for CMS 1500  | 6/26/15      | C Van Zile<br>D Baker                          |
| 28.3    | 2.10.4.1 Electronic Third Party Claims            | Updated link to CARC/RARC list  | 6/26/15      | D Baker  |
| 28.2    | 2.10.3.2 Third Party Recovery (TPR) Carrier Codes | Updated name of carrier codes document  | 6/26/15      | D Baker  |
| 28.1    | 2.8.2.1 Completing the Claim Form                 | Removed reference to ADA Dental Instructions  | 6/26/15      | D Baker  |
| 28.0    | All   | Published version   | 6/4/15       | TQD  |
| 27.1    | 2.10.2 Exclusions                                 | Added prenatal care   | 6/4/15       | C Taylor                                       |
| 27.0    | All   | Published version   | 5/21/15      | TQD  |
| 26.1    | 2.10.2 Exclusions                                 | Updated list of services excluded from TPR requirements   | 5/21/15      | C Coyle<br>C Taylor                            |
| 26.0    | All   | Published version   | 1/29/15      | TQD  |

| Version | Section  | Update  | Publish Date | SME  |
|---------|--|---|--------------|--|
| 25.1    | 2.1.5 National Correct Coding Initiative, and subsections 2.1.5.1 – 2.1.5.4                  | Section added   | 1/29/15      | J Siroky<br>C Taylor<br>D Baker                  |
| 25.0    | All  | Published version   | 12/18/14     | TQD  |
| 24.2    | 2.1.6 Timely Filing Limit; 2.1.6.6 Medicare Processing; 2.1.6.12 Timely Filing Documentation | Changed "six months" to "365 days"  | 12/18/14     | C Van Zile<br>D Baker                            |
| 24.1    | 2.7 Interpretation Services  | Updated for clarity   | 12/18/14     | F Trenkle-<br>MacAllister<br>C Taylor<br>D Baker |
| 24.0    | All  | Published version   | 9/25/14      | TQD  |
| 23.2    | 2.8.1.2 Trading Partner Agreement  | Updated TPA User Guide link   | 9/25/14      | H McCain<br>C Taylor                             |
| 23.1    | 2.1.6.1 Documentation to Support Timely Filing   | Added bullet for County Indigent Fund Notification  | 9/25/14      | C Taylor   |
| 23.0    | All  | Published version   | 08/08/14     | TQD  |
| 22.2    | 2.10.2 Exclusions  | Changed "Prenatal Care" to "Normal pregnancy diagnoses"   | 08/08/14     | C Taylor   |
| 22.1    | 2.9.1 Overview   | Added PA requirement for claim  | 08/08/14     | C Taylor   |
| 22.0    | All  | Published version   | 08/01/14     | TQD  |
| 21.1    | 2.1.6 Timely Filing Limit; 2.1.6.2 Participant Eligibility; Figure 2-4: Timely Filing Chart  | Changed "AS OF" date to "notice date"; removed figure 2-4: Retroactive Eligibility Letter/Notice of Action    | 08/01/14     | C Taylor   |
| 21.0    | All  | Published version   | 7/7/14       | TQD  |
| 20.2    | Figure 2-5: Timely Filing Chart  | Denials: deleted "a remittance advice or a letter from EDS saying that they are no longer processing claims." | 7/7/14       | C Taylor<br>D Baker                              |
| 20.1    | 2.1.6.1. Documentation to Support Timely Filing  | Updated to reflect current requirements   | 7/7/14       | C Taylor<br>D Baker                              |
| 20.0    | All  | Published version   | 7/2/14       | TQD  |
| 19.4    | 2.11.2.1 Part A Dually Eligible Claims – Hospital  | Removed duplicate information   | 7/2/14       | F Clarke<br>T Kinzler                            |
| 19.3    | 2.11.2 Billing Medicare  | Updated for clarity   | 7/2/14       | F Clarke<br>T Kinzler                            |
| 19.2    | 2.11.1 Overview  | Updated for clarity and MMCP  | 7/2/14       | F Clarke<br>T Kinzler                            |
| 19.1    | 2.3 Co-payments  | Removed sentence that amount would be adjusted annually and Hospital bullet                                   | 7/2/14       | A Coppinger<br>C Taylor                          |
| 19.0    | All  | Published version   | 5/23/14      | TQD  |
| 18.1    | 2.1.2.1 Procedure Codes Without a Price on the Fee Schedule                                  | Added section   |              | A Coppinger<br>C Taylor<br>D Baker               |
| 18.0    | All  | Published version   | 4/18/14      | TQD  |
| 17.2    | 2.10.7 Litigation Cases  | Updated for clarity   | 4/18/14      | J Kennedy-Gooch<br>C Taylor                      |
| 17.1    | 2.1.2 Procedure Codes  | Added ICD-10 information  | 4/18/14      | C Taylor   |
| 17.0    | All  | Published version   | 1/24/14      | TQD  |
| 16.4    | 2.6 Hyperbaric Oxygen Treatment  | Section added   | 1/24/14      | C Taylor<br>D Baker                              |
| 16.3    | 2.11.1.1 Electronic Adjustments  | Updated TPA User Guide name and link  | 1/24/14      | C Taylor   |
| 16.2    | 2.7.4 Claim Status   | Updated TPA User Guide name and link  | 1/24/14      | C Taylor   |
| 16.1    | 2.4 Share of Cost  | Updated TPA User Guide name and link  | 1/24/14      | C Taylor   |
| 16.0    | All  | Published version   | 12/13/13     | TQD  |

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|---------|---|---|--------------|----------------------|
| 15.6    | 2.11.3  | Changed "claim adjustment request form" to "Claim Review Request form"  | 12/13/13     | C Taylor             |
| 15.5    | 2.11.1.1  | Clarified that attachments can be submitted via EDI   | 12/13/13     | C Taylor             |
| 15.4    | 2.8.2.1   | Updated link for QIO provider manual  | 12/13/13     | A Coppinger          |
| 15.3    | 2.8.3   | Added statement about expedited appeals meeting definition of urgent care case  | 12/13/13     | A Coppinger          |
| 15.2    | 2.8.1   | Removed reference to the Traumatic Brain Injuries Waiver, which no longer exists.   | 12/13/13     | M. Wasserman         |
| 15.0    | All   | Published version   | 8/30/13      | TQD                  |
| 14.2    | 2.9.2 Exclusions  | Removed Mental health from bulleted list  | 8/30/13      | C Burt /<br>C Taylor |
| 14.1    | 2.8.1 Overview  | Removed Office of MH and Substance Abuse from first bulleted list. For Service Coordination services, removed (except for adults with mental illness) and added for children with special health needs. | 8/30/13      | C Burt /<br>C Taylor |
| 14.0    | All   | Published version   | 6/11/13      | D Baker              |
| 13.1    | 2.5 Hospice Participants  | Added paragraph on how to check if participant is on Hospice Medicaid Benefit   | 6/11/13      | J Ehrhart            |
| 13.0    | All   | Published version   | 2/21/13      | TQD                  |
| 12.1    | 2.11.4 Claim Review Request                                     | Added information   | 2/21/13      | C Taylor             |
| 12.0    | All   | Published version   | 2/20/13      | TQD                  |
| 11.11   | 2.10.2.3 Split Claims   | Updated information   | 2/20/13      | C Taylor             |
| 11.10   | 2.10.2 Billing Medicare   | Updated information   | 2/20/13      | K McNeal             |
| 11.9    | 2.9.5 Split Claims  | Updated information   | 2/20/13      | J Kennedy-Gooch      |
| 11.8    | 2.9.4.3 Unacceptable Denial Codes                               | Updated information   | 2/20/13      | J Kennedy-Gooch      |
| 11.7    | 2.9.4.2 TPR Fields on Paper Claim Forms                         | Updated table   | 2/20/13      | J Kennedy-Gooch      |
| 11.6    | 2.9.4 Processing TPR Claims                                     | Updated information   | 2/20/13      | J Kennedy-Gooch      |
| 11.5    | 2.9.3.2 TPR Carrier Codes                                       | Removed from document and put into the Reference section of the Provider Handbook.  | 2/20/13      | J Kennedy-Gooch      |
| 11.4    | 2.9.3.1 TPR Coverage Codes                                      | Updated list  | 2/20/13      | J Kennedy-Gooch      |
| 11.3    | 2.9.2 Exclusions  | Updated information   | 2/20/13      | J Kennedy-Gooch      |
| 11.2    | 2.8.1 PA Overview   | Updated list who can issue PA/ list of services that require PA   | 2/20/13      | C Burt               |
| 11.1    | 2.2 COB   | Added examples and additional verbiage for clarity  | 2/20/13      | M Wood               |
| 11.0    | All   | Published version   | 10/12/12     | TQD                  |
| 10.3    | 2.3 Co-payments   | Added list of providers that can have applicable co-payment   | 10/12/12     | R Sosin              |
| 10.2    | 2.1.6.1 Timely Filing Documentation                             | Added to chart – Adjustments to Denied Claim  | 10/12/12     | C Taylor             |
| 10.1    | 2.1.6 Timely Filing Limit; Adjustments of Paid or Denied Claims | Added Denied and updated paragraph.   | 10/12/12     | C Taylor             |
| 10.0    | All   | Published version   | 9/21/12      | TQD                  |
| 9.7     | 2.10.6 Medicare/Medicaid Crossover Inquiries                    | Updated Noridian contact information  | 9/21/12      | L Neal               |
| 9.6     | 2.9.4 Processing TPR Claims                                     | Changed <b>Medicaid</b> to <b>Medicare</b> Remittance Notice  | 9/21/12      | J Kennedy-Gooch      |
| 9.5     | 2.7.3.1 Examples of Documentation Necessary for Billing         | Updated table   | 9/21/12      | C Taylor             |
| 9.4     | 2.5 Hospice Participants  | Updated for clarity   | 9/21/12      | J Ehrhart            |

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|---------|---|--|--------------|-----------------|
| 9.3     | 2.4 Share of Cost   | Added section with more detailed information                               | 9/21/12      | N Peterson      |
| 9.2     | 2.3. Co-payments  | Updated information  | 9/21/12      | C Taylor        |
| 9.1     | 2.2 COB   | Removed SOC information and moved to section 2.4                           | 9/21/12      | N Peterson      |
| 9.0     | All   | Published version  | 7/19/12      | TQD             |
| 8.4     | 2.10 Oxygen Services  | Removed section and added to Suppliers Guidelines                          | 7/19/12      | J Siroky        |
| 8.3     | 2.10 Oxygen Services  | Added section  | 7/19/12      | J Kennedy-Gooch |
| 8.2     | 2.11.5 Medicaid Review of Claim Determination                 | Updated for clarity  | 7/19/12      | J Kennedy-Gooch |
| 8.1     | 2.11.4 Claim Review Request                                   | Updated for clarity  | 7/19/12      | J Kennedy-Gooch |
| 8.0     | All   | Published version  | 5/23/12      | TQD             |
| 7.5     | 2.7.3 Attachments   | Added request that all attachments be legible. Added complete name of CMN. | 5/23/12      | D Decrevel      |
| 7.4     | 2.7.2.2 Mailing the Claim Form                                | Updated PO boxes   | 5/23/12      | D Decrevel      |
| 7.3     | 2.2 Coordination of Benefits (COB)                            | Added information on SOC   | 5/23/12      | C Taylor        |
| 7.2     | 2.1.6 Timely Filing Limit                                     | Clarified EOB requirements   | 5/23/12      | D Decrevel      |
| 7.1     | 2.10 Oxygen Services  | Added section  | 5/23/12      | C Taylor        |
| 7.0     | All   | Published Version  | 1/18/12      | TQD             |
| 6.1     | 2.1.2 Procedure Codes   | Added section  | 1/18/12      | C Taylor        |
| 6.0     | All   | Published Version  | 11/23/11     | TQD             |
| 5.13    | 2.3 Co-payments   | Added section  | 11/23/11     | R Sosin         |
| 5.12    | 2.2 Coordination of Benefits (COB)                            | Added section  | 11/23/11     | M Wood          |
| 5.11    | 2.11 Adjustments  | Updated section  | 11/23/11     | D Bell          |
| 5.10    | 2.9.4 Processing Third Party Recovery (TPR) Claims            | Updated section  | 11/23/11     | K Mcneal        |
| 5.9     | 2.4 Hospice Participants                                      | Updated section  | 11/23/11     | K Mcneal        |
| 5.8     | 2.1.4 Determining How to Bill Units for 15-Minute Timed Codes | Updated section  | 11/23/11     | K Mcneal        |
| 5.7     | 2.1.2 Procedure Codes   | Updated section  | 11/23/11     | K Mcneal        |
| 5.6     | 2.8.3 Claim Refund Payments                                   | Updated section about making refunds to Medicaid                           | 11/23/11     | J Stroo         |
| 5.5     | 2.9.4 Processing Third Party Recovery (TPR) Claims            | Updated for clarity  | 11/23/11     | Molina          |
| 5.4     | 2.2 Coordination of Benefits (COB)                            | Updated paragraph  | 11/23/11     | Molina          |
| 5.3     | 2.1.4 Determining How to Bill Units for 15-Minute Timed Codes | Added section for clarity  | 11/23/11     | Molina          |
| 5.2     | 2.1.2 Procedure Codes   | Added section for clarity  | 11/23/11     | Molina          |
| 5.1     | 2.5 Interpretation Services                                   | Moved up a level   | 11/23/11     | J Siroky        |
| 5.0     | All   | Published version  | 8/4/11       | TQD             |
| 4.1     | 2.10.4 Claim Review Request                                   | Added back to document   | 8/4/11       | J Stroo         |
| 4.0     | All   | Published version  | 7/29/11      | TQD             |
| 3.7     | 2 General Billing Information                                 | Added paragraph for dental coverage through Idaho Smiles                   | 7/29/11      | R Sosin         |
| 3.6     | 2.1.6 Timely Filing Limit                                     | Revised to match June MedicAide article                                    | 7/29/11      | J Stroo         |
| 3.5     | 2.9.4.1 Electronic Third Party Claims                         | Revised to discuss the Remittance Advice Remark Codes (RARC)               | 7/29/11      | J Stroo         |



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|---------|--|---|--------------|----------------------|
| 3.4     | 2.10 Claims for Dually Eligible Participants | Revised to clarify dually eligible/crossover  | 7/29/11      | J Stroo              |
| 3.3     | 2.11.1.1, Electronic Adjustments             | Revised for clarity   | 7/29/11      | J Stroo              |
| 3.2     | 2.11.2 Denied Claims                         | Updated second paragraph  | 7/29/11      | A Ramirez            |
| 3.1     | 2.9.4.4 Medicaid Participation               | Updated Medicaid Participation for clarity. Medicaid will pay the lesser amount of the primary coinsurance/deductible or the Medicaid allowed amount.   | 7/29/11      | C Stone              |
| 3.0     | All  | Published version   | 8/27/10      | TQD                  |
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| 1.16    | 2.5  | <b>Interpretation Services</b><br>Codes listed incorrectly. Updated section.  | 06/14/10     | T Smith              |
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| 1.14    | 2.5.2.1                                      | <b>Medicaid Identification Number</b><br>Updated section for clarity  | 06/14/10     | T Kinzler            |
| 1.13    | 2.5.3.1.                                     | <b>Signature on File</b><br>Updated section for clarity   | 06/14/10     | T Kinzler            |
| 1.12    | 2.5.3.2                                      | <b>Idaho Medicaid Provider Number</b><br>Updated section for clarity  | 06/14/10     | T Kinzler            |
| 1.11    | 2.6  | <b>Claims Submission</b><br>Updated section for clarity   | 06/14/10     | T Kinzler            |
| 1.10    | 2.6.1.                                       | <b>Electronic Claims Submission</b><br>Updated section for clarity  | 06/14/10     | T Kinzler            |
| 1.9     | 2.6.1.1.                                     | <b>Vendor Software and Clearinghouses</b><br>Updated section for clarity  | 06/14/10     | T Kinzler            |
| 1.8     | 2.6.2.1.                                     | <b>Completing the Claim Form</b><br>Updated section for clarity   | 06/14/10     | T Kinzler            |
| 1.7     | 2.6.4  | <b>Claim Status</b><br>Updated for clarity  | 06/14/10     | T Kinzler            |
| 1.6     | 2.6.5  | <b>Which Claim Form to Use</b><br>Updated section for clarity   | 06/14/10     | T Kinzler            |
| 1.5     | 2.7  | Previous section 1.3 <b>PA</b><br>Removed the following:<br><i>All claims for all services that require PA must include the PA number on the claim, whether the claim is electronic or paper.</i> | 06/14/10     | M Meints<br>C Taylor |
| 1.4     | 2.7.2  | Previous Section 1.3.2. <b>Medicaid PA</b><br>Removed all information regarding PAs on claims.  | 06/14/10     | M Meints<br>C Taylor |
| 1.3     | 2.9.2.2                                      | Changed Part B Crossover Claims to Professional   | 06/14/10     | M Meints             |
| 1.2     | 2.10.1.2                                     | Paper Adjustments<br>Updated for clarity  | 06/14/10     | M Wood               |
| 1.1     | 2.10.4                                       | Updated with information for pre-appeals  | 06/14/10     | M Wood               |
| 1.0     | All  | Initial document – Published version  | 5/7/10       | Molina/ TQD          |

## **2. General Billing Information**

The **Provider Handbooks** and **Companion Guides** are intended to provide basic program guidelines, however, in any case where the guidelines appear to contradict relevant provisions of the Idaho Code or rules, the code, or rules prevail.

This section covers the basic billing information providers need to submit claims and adjustments to Idaho Medicaid. It describes Medicaid billing policies; how to submit Medicaid claims electronically, on paper, and online directly into Health PAS; how to check claim status; and where to get help with submitting claims. In addition, it describes the prior authorization (PA) process, third party liability (TPL), and claim review requests/pre-appeals/adjustments (both online and paper).

### **2.1. Online Portal Access**

The Idaho [Molina Medicaid](#) website offers several options for providers such as:

- Check the status of a claim
- Check participant eligibility
- Check participant's co-pay
- Check participant's share of cost
- Check payment information
- Manually enter and submit a claim

The Idaho Molina Medicaid website also has documentation available such as:

- Companion Guides – (vendor specifications)
- Frequently Asked Questions (FAQs)
- User Guides
- Provider Guides
- New Provider Enrollment Application

Other information available at the Idaho Molina Medicaid website includes:

- MedicAide Newsletters
- Links to other websites that contain provider information
- Information Releases

### **2.2. Participant Responsibility**

Medicaid participants may be responsible for co-pays and share of cost. This information is available when checking eligibility. Participants are not responsible for charges for missed appointments. Services not covered by Idaho Medicaid may be charged to the participant, if the participant is advised in writing prior to receiving the service or item, and agrees to be responsible for payment. Notices must specify the non-covered service or item, and be signed by the participant.

#### **2.2.1. Co-payments**

The provider of services is responsible for collection of the copayment from the participant. The co-pay starts at \$3.65.

Visits to the following providers can have an applicable co-payment:

- Chiropractor
- Podiatrist
- Optometrist
- Physical, Occupational & Speech Therapies

- Physicians & mid-levels (NP or PA)
- FQHCs & RHCS

When checking a participant's eligibility using any of the various available methods, the response will contain information regarding whether or not the participant is subject to co-pay requirements. The response will return a co-pay indicator of "Exempt" or \$3.65. If the dollar amount is indicated and co-pay ratio to the Medicaid reimbursement for the visit (according to the Medicaid Fee Schedule) is more than 10%, you may charge the participant the co-pay.

If the participant is unable to make the co-pay you have three options. You may:

- Bill the participant for the co-pay
- Refuse to provide services that day, or
- Waive the co-pay

The provider may choose to waive payment of any co-pay. The provider must have a written policy describing the criteria for enforcing collection of co-payments and when the co-pay may be waived. When the co-pay is applicable, the provider's reimbursement will be reduced by the amount of the co-pay regardless of whether or not the co-pay was charged or collected by the provider.

### **2.2.2. Share of Cost (SOC)**

Share of Cost (SOC) is a financial arrangement for a participant to pay a specific portion of the monthly costs associated with a service. Share of Cost is associated to participants with a Developmental Disability Waiver, Aged and Disabled Waiver, or Skilled Nursing Facilities or ICF/IID Facilities (i.e., Long Term Care).

There are three eligibility categories (referred to as Rate Codes):

- Rate Code 14: Developmental Disability Waiver
- Rate Code 15: Aged and Disabled Waiver
- Rate Code 17: Skilled Nursing Facilities (Long Term Care) or ICF/IID Facilities

It is the provider's responsibility to verify the participant's SOC each month and collect this from the participant. The provider's allowable reimbursement will be reduced by the amount of the applicable SOC on a first claim in basis until the full amount of the SOC has been offset. Refer to [General Provider and Participant Information](#), section on *Verifying Participant Eligibility*, and the *Eligibility Verification* section of the [Trading Partner Account \(TPA\) User Guide](#).

Claims submitted that have applicable SOC must not span over multiple months. They must be billed within a single month on a claim.

#### **2.2.2.1. Discrepancy Contact Information**

If the participant or provider believes that the SOC amount is based on outdated or incomplete information, the participant or participant's personal representative should contact Self Reliance at 1 (877) 456-1233 to review the information used in the SOC calculation.

If there is a variance between the SOC identified in the participant's notification letter and what was reported on the participants SOC eligibility verification, an e-mail may be sent to [SOCdiscrepancies@dhw.idaho.gov](mailto:SOCdiscrepancies@dhw.idaho.gov), or a fax may be sent to 1 (208) 334-5571 using the [Fax Cover Sheet](#) found on the Idaho Molina Medicaid website, under **Molina Forms**.

### **2.2.2.2. Paid Claim Discrepancies**

If there is a variance between the amount of SOC offset on a claim and the amount reported during the SOC participant eligibility verification, the provider can complete the [Nursing Home and Waiver Share of Cost \(SOC\) Review Request](#) form e-mailed to [idnursinghomes@molinahealthcare.com](mailto:idnursinghomes@molinahealthcare.com). This form is available online under [Molina Forms](#). The instructions to fill out the form are in the same location. All fields in the forms are **required**.

## **2.3. Medicaid Billing Policies**

Once enrolled, providers may begin billing for services rendered to Idaho Medicaid participants. Providers are not obligated to accept all Medicaid participants on an ongoing, day-to-day basis. Provider enrollment signifies only that a provider will bill Medicaid if they accept a Medicaid participant. Providers should charge their usual and customary fee for services and submit those charges to Medicaid for payment consideration.

Providers must accept payment from Medicaid as payment in full for covered services. See the Participant Responsibility section for circumstances when a participant may be billed.

If the participant has other insurance, the provider must bill the third party insurance and complete all the billing requirements for that carrier first, and then bill Medicaid. See the Third Party Recovery section for additional information.

Idaho Medicaid does not support billing and payment by cost centers, hospitals should bill all associated revenue codes as identified in the Idaho MMIS Handbook, [UB04 Instructions Appendix C](#). Revenue codes not listed are not covered by Idaho Medicaid.

### **2.3.1. Dental**

Dental services are administered through Idaho Smiles as of July 1 2011, with the exception of those participants receiving dental benefits through a Medicare Advantage plan. Dentists may continue to enroll with Molina only for purposes of billing for interpretation services. No other claims are payable through Molina. All reimbursement for dental claims and services is handled through Idaho Smiles or Medicare Advantage plan carriers. Please call 1 (855) 235-6262 or visit the [Idaho Smiles](#) website for more information on this program.

### **2.3.2. Hospice Participants**

When a participant is on hospice care, the hospice agency is responsible for all services related to the hospice diagnosis. If a provider bills for services that are not related to the participant's hospice diagnosis, in order to expedite payment, the provider may:

- Submit a paper claim and add a comment in field 19 of the CMS 1500 claim form or field 80 of the paper UB04 claim form saying "services not related to hospice diagnosis" or if services are pre-existing to "Hospice enrollment".
- Submit a claim via the direct data entry (DDE) option, using the Idaho Molina Medicaid Provider secure website, and attach supporting documentation that the services are not related to the hospice diagnosis. Supporting documentation can include a physician visit note or a letter with a narrative explaining why the care/service given was not related to hospice. The letter can be from a doctor, nurse, therapist, or the billing office.

Any issues or questions concerning services for hospice participants regarding related or non-related charges should be referred to the hospice provider.

**Medical Care Management**  
**P.O. Box 83720**  
**Boise, ID 83720-0009**  
Phone 1 (208) 364-1839  
FAX 1 (877) 314-8779

In order to check if a participant is on the Hospice Medicaid Benefit, call Molina Medicaid Solutions at 1 (866) 686-4272. Ask the customer service representative to check the participant record to see if a hospice alert is present for the claim date of service.

### **2.3.3. Interpretive Services**

Medicaid reimburses for interpretive services to assist participants who are deaf or who do not speak or understand English, when receiving health-related Medicaid services. Medicaid payment will be made to the provider when it is necessary for the provider to hire an interpreter. Interpretive services billed without corresponding documented health-related Medicaid reimbursed services will be subject to recoupment.

Payment for interpretive services is subject to the limitations specified in the [Idaho Medicaid Interpretive & Sign Language Services](#) policy.

### **2.3.4. 340B Pharmacy Billing**

Congress created the Medicaid rebate program to lower the cost of pharmaceuticals reimbursed by state Medicaid agencies. Congress extended to safety-net providers the same kind of relief from high drug costs that Congress provided to the Medicaid program with the Medicaid rebate law with the 340B requirements. This may apply to both the outpatient pharmacy program, hospitals, and to the physician-administered drugs.

Providers who obtain status as a 340B pharmacy and receive reduced costs from the manufacturer must notify the Department that they are a 340B pharmacy and declare how they will submit billing to Idaho Medicaid. According to the 340B regulations, 340B providers may bill in one of two ways.

- “Carve Medicaid in.” In this case, the provider must:
  - Use their 340B stock
  - Bill no more than acquisition price
- “Carve Medicaid out” of their 340B pricing
  - Use stock purchased through regular channels
  - Bill usual and customary

Providers must bill drug claims as either “carve in” or “carve out” rates for all drug claims billed to Idaho Medicaid.

### **2.3.5. Prior Authorization (PA)**

Federal regulations permit Medicaid to require a PA for any service where it is anticipated or known that the service could be abused by providers or participants, or easily result in excessive and uncontrollable Medicaid costs. The PA is required before certain services are delivered to a participant. Medicaid and private contractors maintain the PA process. The [Provider Handbook Directory](#) contains PA addresses and telephone numbers.

Depending on the service, a PA may be received from the:

- Division of Medicaid Central Office
- Regional Developmental Disabilities Program
- Medicaid Non-Emergent Transportation
- Regional Medicaid Services (RMS)
- Quality Improvement Organization (QIO) (a private contractor)

It is the provider's responsibility to verify the participant's eligibility on the date of service and to request any required PA. Read this section of the handbook for more detailed information on specific services that require PA.

All claims submitted or adjusted on or after May 1, 2014 for services that require a prior authorization, will be denied if the PA number is not on the appropriate claim line. The PA number is found on the paper NOD letter or online through your Trading Partner Account (TPA) under **View Authorizations**.

**Note:** Requesting a PA for services does not guarantee payment. The participant must also be eligible on the date authorized services are rendered and the request must meet the criteria for medical necessity. Children up to the age of 21 (covered by EPSDT) have a separate definition for medical necessity in *IDAPA 16.03.880*.

Idaho Medicaid requires a PA for the following general areas of service:

- Services in excess of the approved Medicaid limit
- Service Coordination services for children with special health needs
- Community-based Crisis Services
- Home and community based waiver services for the following waivers
  - Developmental Disabilities Waiver
  - Aged and Disabled Waiver
- Personal care services
- Preventative Health Assistance (PHA) services
- Some durable medical equipment (DME) purchases and rentals
- Cosmetic and reconstructive surgery
- Some prosthetics and orthotics
- Some hospital inpatient/outpatient procedures
- Some optometric services
- Some prescription drugs
- Some physical therapy services
- Some surgical procedures
- Services/procedures for children under the age of 21, identified as medically necessary as part of EPSDT
- Surgery related to obesity
- Transplants
- Transportation by an ambulance or individual/commercial transportation provider for non-emergency Medicaid covered services from an Idaho Medicaid medical provider
- Any urgent/emergency inpatient or outpatient treatment where the procedure or diagnosis code appears on the select pre-authorization list must be reviewed by the QIO within one working day of admission. Those surgical procedures on the select pre-authorization list must be authorized regardless of the place of service. The diagnoses on the select pre-authorization list are for inpatient only.

### **2.3.5.1. Medicaid Prior Authorization (PA)**

Medicaid issues a written notification of authorization or denial for all written requests for PA. Notices include a PA number that must be used when billing for approved services. To

render a service that requires Medicaid PA, download and complete the appropriate form. Fax the form and documentation justifying the medical necessity of the procedure to the fax number on the form.

Direct all requests for PAs to the appropriate contractor or Department unit as listed in the [Directory](#). The requests should include:

- Participant name and MID number
- Signed physician's order
- A list of all items and a price quote for each
- Prescriber's statement of diagnosis and medical necessity for applicable drugs
- Requesting provider
- Additional information as identified by the reviewing entity

### **Prior Authorization Dates of Service**

The PA letter indicates the length of time the authorization is valid. The dates of service being billed must occur on or after the start date and on or before the expiration date indicated on the PA letter. If the PA expiration date occurs before services are provided, a new PA must be requested. To prevent a disruption or break in service to the participant, request PA as soon as the need for additional services is identified.

### **Modifiers and Prior Authorization (PA)**

The PA letter will also indicate when a modifier has been added to the PA. Modifiers are used to increase accuracy in compensation, coding consistency, editing, and to capture payment data. At times, reviewers for Idaho Medicaid may attach a modifier to a procedure code when a PA is approved.

When a provider receives notification of an approved PA, it is essential to check the authorization to determine if a modifier is attached to any of the approved procedure codes. If there is a modifier attached to the approved PA, that modifier must be used when billing for the service. The absence of an approved modifier will result in a claim denial.

Modifiers other than those listed on the approved PA may also be appropriate in billing for the service, and should be attached to the claim.

### **Prior Authorization (PA) Forms**

PA forms can be found at the Idaho Molina Medicaid website. Specific prior authorization instructions can be found in the Provider Guidelines document for each provider type and specialty.

### **Physician Administered Drugs (PAD) Requiring PA**

Certain PADs require prior authorization. Refer to the [Fee Schedule](#) on the DHW website.

### **Pharmacy PAs**

Please see the Idaho Medicaid Pharmacy Claims Submission Manual at <https://idaho.fhsc.com/providers/manuals.asp>.

### **2.3.5.2. Quality Improvement Organization (QIO) Prior Authorization (PA)**

The Division of Medicaid contracts with a QIO to conduct medical necessity reviews on a pre-admission basis for selected diagnoses and procedures. The QIO also conducts concurrent reviews of all inpatient admissions that exceed a specified number of days and retrospective reviews when necessary. For specific instructions on how to request these reviews, see the

QIO Provider Manual at [idmedicaid.telligen.com](http://idmedicaid.telligen.com), or contact the QIO directly using the following contact information.

Telligen  
670 E Riverpark Ln. Suite 120  
Boise, ID 83706  
Phone 1 (866) 538-9510  
Fax 1 (866) 539-0365

Help desk e-mail:  
[idmedicaidsupport@telligen.com](mailto:idmedicaidsupport@telligen.com)

### **2.3.5.3. Requests for Reconsideration and Appeals**

Providers and participants may appeal a PA decision made by Medicaid or its designee, by following these steps.

#### **Step 1**

Carefully examine the Notice of Decision for Medical Benefits to ensure that the service(s) and requested procedure code were actually denied (see *Status*). Occasionally a requested service/procedure code has been denied and the appropriate service/procedure code was actually approved on the next line in the notice. If the provider or participant feels that an inappropriate denial of service has occurred, the next step is to submit a written Request for Reconsideration.

#### **Step 2**

##### **Request for Reconsideration**

Prepare a written Request for Reconsideration, which includes any additional extenuating circumstances and specific information that will assist the authorizing agent in the reconsideration review. Resubmit to the authorizing agent within 28 days from the mailing date of the Notice of Decision for Medical Benefits.

Upon completion of the reconsideration review, Medicaid will issue a second Notice of Decision for Medical Benefits. If the provider or participant disagrees with the PA reconsideration decision made by Medicaid or its designee, they may file a Request for Appeal. The provider or participant has 28 days from the mailing date of the second Notice of Decision for Medical Benefits to submit a formal appeal.

#### **Step 3**

##### **Request for Appeal**

To submit a written request for an appeal of the decision, complete the following. Documentation may be faxed but the fax must be followed with copies of original documents in the mail.

- Prepare a written request for an appeal that includes:
  - A copy of the first Notice of Decision for Medical Benefits from the authorizing agent.
  - A copy of the Request for Reconsideration from the provider/participant.
  - A copy of the second Notice of Decision for Medical Benefits from the authorizing agent showing that the request for reconsideration was performed.
  - An explanation of why the reconsideration remains contested by the provider/participant.



- Copies of all supporting documentation.
- Mail the request and additional information to:  
**Hearings Coordinator**  
**Idaho Department of Health and Welfare Administrative Procedures Section**  
**P.O. Box 83720**  
**Boise, ID 83720-0036**  
FAX (208) 334-6558

### **QIO Appeals**

The advisory letter sent from the QIO to physicians and hospitals gives two types of appeal options, expedited and standard. Appeals for non-certification or partial certification decisions must be completed with QIO review before submitting an appeal to the Department's Hearings Coordinator.

- **Expedited Appeal** - An expedited appeal must meet the definition of an urgent care case shown in the QIO provider manual ([ldmedicaid.telligen.com](http://ldmedicaid.telligen.com)) and be requested by telephone, fax, or in writing within two business days after notification. The QIO will complete the appeal within two business days from the receipt of the request. If you disagree with the results of the expedited appeal determination or have not submitted one, you have the option of requesting a standard appeal.
- **Standard Appeal** - The standard appeal request must be submitted within 180 days of receipt of the advisory letter from the QIO. Another peer physician will review the medical records and any new information you submit. You will be notified of the determination within 30 days. If you disagree with the final decision, you may then request a DWH appeal, also referred to as a contested case hearing appeal.
- **Department Appeal** - A contested case hearing may be requested from IDHW after the appeal process is exhausted with the QIO. The appeal must be received in writing by the Department's Hearings Coordinator, Administrative Procedures Section (see address above), within 28 days from the mailing date of the advisory letter. A copy of the final determination letter from the QIO attached to your appeal will help expedite your request. You will be notified in writing by a Hearing Officer to set up a date, time, and location of for the hearing.

### **2.3.6. Provider Licensing**

Medicaid Providers are required to be licensed, certified, or registered with the appropriate state authority. The MMIS will validate provider licensure before paying any submitted claims. The MMIS license edit will look at the start date of the claim when comparing to the license effective and termination date. The edit will fire at the header (claim line 0) rather than on every line of the claim. If a claim contains multiple lines that are within the effective and term dates, but contains other lines outside of the dates, the provider will be required to split the billing or update the license and resubmit.

For example, for a claim that has a start date of 10/1/15 and an end date of 10/15/15, and if the provider's license expires on 10/5/15, the license edit will fire and deny the entire claim. The provider may choose to bill services occurring 10/1/15 – 10/5/15 on one claim, and submit a second claim for services occurring 10/6/15 – 10/15/15 once their license has been updated. They may also choose to resubmit the entire claim once their license has been updated.

### **2.3.7. Service Limitations**

Medicaid policy restricts certain services. These restrictions are referred to as service limitations. Each procedure and revenue code may be reviewed for a variety of limitation criteria. Examples of these criteria are:

- Same provider or regardless of provider
- Time frame (yearly, calendar time period, or specific number of days)
- Number of dollars, per time frame
- Units
- Required justification (such as reports, test results, time of treatment)
- Pregnancy
- Age of participant
- Lifetime procedures

Some services that exceed limitations may be covered with justification or a prior authorization. Refer to your specific *Provider Guidelines* carefully for additional information.

Policy limitations can be reviewed on request if the allowed amount doesn't meet the majority of participants' needs for the designated time frame. Supporting documentation should be submitted to demonstrate why the current limitation would not meet the average participant's needs. Requests may be submitted to [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

### **2.3.8. Telehealth Services**

#### **Billing for Services**

Effective January 1, 2017: The Idaho Medicaid Telehealth Policy (located on the IDHW provider page) has been revised. Multiple policy documents have been revised and providers should review them before providing telehealth services. The revised policy, Medicaid Information Release MA16-20, and the telehealth codes allowable list have been updated to provide guidance.

Claims for reimbursement for telehealth services must meet the following criteria:

- Code must be listed as coverable under the Idaho Medicaid Telehealth Policy
- Services must be provided in accordance with *IDAPA 16.03.09* and the Idaho Medicaid Telehealth Policy
- Claim must include the GT modifier with the appropriate CPT code

Reimbursement is not available for:

- Services interrupted or terminated early
- Services billed without the GT modifier
- Services provided without a notation in the medical record indicating the service was provided via telehealth
- Services provided as a telephone conversation, electronic mail message (e-mail), or facsimile transmission (fax)
- Distant or originating site fees (use of telehealth equipment)

Services billed for that are not within this guidance are subject to recoupment, sanctions, or both in accordance with *IDAPA 16.05.07*.

### **2.3.9. Wellness Exams**

Wellness exams must be billed with the Preventive Medicine CPT Codes, and, if applicable, a modifier. For further information regarding wellness exams for both children and adults, please see the *Wellness* section the [General Provider and Participant Information](#) portion of the handbook.

## **2.4. Timely Filing Limit**

Timely filing refers to the requirement that a complete claim must be submitted to any carrier within a time period specified by the carrier.

For an Idaho Medicaid claim to be considered as filed on a timely basis, the complete claim must be submitted within 12 months (365 days) of the start date of service or in the case of a date range from the start date of service. There are two exceptions to this requirement:

- 1) Services for dually eligible participants (those who have both Medicare and Medicaid) must be billed to Idaho Medicaid within 365 days of the date of payment/date of the explanation of benefits (EOB) or Medicare Remittance Notice (MRN). (See the *Medicare Processing* section below for more information on processing paid or denied Medicare claims.)
- 2) If the participant is approved for Medicaid coverage after the date of service, there will be a special letter issued by IDHW called a Notice of Action explaining the retroactive eligibility. To be considered within the timely filing limits, the claim for this participant must be submitted within 12 months (365 days) of the *notice* date on the letter. (See the *Participant Eligibility* section below for more information.)

Claims which are submitted within the timely filing period do not need to be paid to be considered for timely filing. They can be paid, pended, or denied as long as they are in the processing system within 365 days of the start date of service.

### **2.4.1. Documentation to Support Timely Filing**

When billing Medicaid, it is important to include documentation with your claim of a qualifying exception to the timely filing period. Documentation accepted for an exception to timely filing includes:

- EDI rejection report
- Return to Provider letter from any Medicaid fiscal agent
- Paper claims require an EOB from Medicare which displays the paid date
- Retro Eligibility document/Notice of Action for the participant
- County Indigent Fund Notification

When you send an EOB from any payer for any reason, it is required that you include the other payer's processing information to support the claim you are submitting. Additional required documentation from the other payer is the page which explains the applicable remark codes so the payment/denial information can be correctly interpreted.

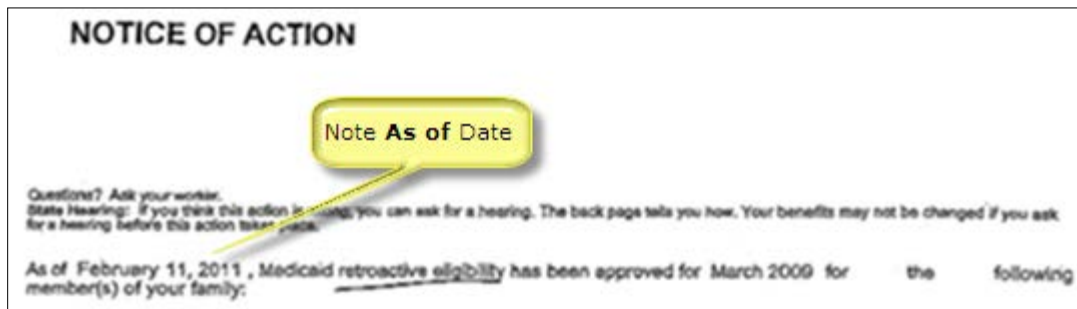
The documentation can be mailed with a paper claim or scanned and attached to your Health PAS-OnLine entry.

To identify the date of a previous submission, look at the Julian date in the 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> digits of the claim number on a Molina MMIS claim.

### **2.4.2. Participant Retroactive Eligibility**

Claims for Idaho Medicaid participants who receive retroactive eligibility must be submitted within 365 days from the notice date on the retroactive eligibility approval letter which was issued to the participant. The retroactive eligibility approval letter, also called the *Notice of Action*, should be attached to the claim for timely filing documentation.

Figure 2-1: Retroactive Eligibility Letter/Notice of Action



If the initial claim is submitted electronically in a timely manner without a participant Medicaid identification number (MID) or with an invalid MID, the claim transaction will be rejected and an EDI transaction rejection report will be generated. This must be retained as documentation of timely filing. If the claim is submitted on paper, the provider will be mailed a Return to Provider (RTP) letter, which must be kept for documentation to support timely filing.

Once a provider has acquired the participant's MID, the claim must be submitted within 365 days of the notice date on the retroactive eligibility letter with supporting documentation, including a copy of the participant's retroactive eligibility letter/Notice of Action and/or either the EDI transaction rejection notice or the RTP letter.

### 2.4.3. Provider Retroactive Eligibility

If the provider was not enrolled on the participant's date of service, the claim must still be submitted within 365 days of the date of service regardless of the provider's enrollment date.

### 2.4.4. Medicare Processing

A participant who has both Medicare coverage and Medicaid coverage is considered dually eligible. See *Section 2.11.6* for more information about participants with dual eligibility.

Be sure to bill Medicare first for any services and follow their billing requirements. If Medicare denies a claim for timely filing, Medicaid will also deny it for timely filing. Most of the time claims processed by Medicare are sent electronically to Medicaid for processing by Medicaid; these electronically forwarded claims are called crossover claims.

If the Medicare claim is not included in the electronic crossover or for those situations where it is necessary to bill Medicaid after Medicare has paid, it is necessary to submit a paper claim or an electronic claim within 365 days of the date of the Medicare payment. That date will be the date of the explanation of benefits (EOB)/Medicare Remittance Notice (MRN). The applicable EOB/MRN should be attached to the claim; be sure to include the page with the processing information about the claim you are submitting and the page that explains the applicable remark codes.

#### 2.4.4.1. Medicare Claims with Valid Denials

Medicare claims with valid denials are processed as straight Medicaid claims (not Medicare primary claims). They are subject to the Medicaid timely filing requirement that the claim must be submitted within 365 days of the start date of service. The Medicare Remittance Notice (MRN) should be included with the claim whether submitted on paper or online.

### **2.4.5. Third Party Insurance**

If the participant has third party insurance other than Medicare, the claim must be submitted to Idaho Medicaid within 365 days of the date of service *regardless* of whether the other insurance has processed the claim, paid or denied the claim. Claims denied by third party carriers for timely filing will also be denied by Idaho Medicaid.

### **2.4.6. Prior Authorization**

Claims requiring Prior Authorization (PA) must be submitted within 365 days of the date of service *regardless* of the date the PA was issued.

### **2.4.7. Adjustments of Paid or Denied Claims**

Adjustments to paid or denied claims must be made within two years after the payment was issued on the original claim or within two years from the date of denial.

Claim adjustments may be submitted on paper or online, but must be for the same services and dates submitted on the original claim. If new services need to be billed, they must be submitted in a separate claim with appropriate documentation to avoid having those services denied for timely filing. If requesting an adjustment on *paper*, include the original claim number/ICN and the claim frequency code in Field 22 on the CMS 1500 and Field 64 on the UB-04.

We recommend using your online Trading Partner Account (TPA) to process the paid claim so the link between the original timely submission and the adjusted claim are retained. It will still be necessary to attach the RA from the denied submission. The online claim will retain the same claim number as the original claim with a two-character extension that begins with an "A." For example, if this is the first resubmission, it would be "A1."

### **2.4.8. Resubmissions**

If a claim is resubmitted more than 365 days after the start date of service with proof of timely filing attached, but the claim includes services that did not appear on the original claim, those additional services will be denied. Additional services or changes to the dates of service should be submitted on a separate claim form with documentation of timely filing if the submission is more than 365 days from the start date of service.

## **2.5. Idaho Medicaid Claim Standards**

### **2.5.1. National Correct Coding Initiative**

The National Correct Coding Initiative (NCCI) is a program developed by CMS that uses correct coding methodologies to reduce overpayments to providers due to incorrect coding on claims. Section 6507 of the Affordable Care Act directed all State Medicaid programs to implement use of NCCI methodologies that are "compatible" with claims filed with Medicaid. This is to promote correct coding and control improper coding leading to inappropriate payment of claims under Medicaid.

Federal law mandates that the NCCI edits be implemented. These edits supersede the Medicaid State Plan, all Idaho Medicaid policies, Medicaid articles, and other guidance provided.

There are two types of edits, including:

1. NCCI edits, or procedure-to-procedure (PTP) edits, that define pairs of HCPCS/Current Procedural Terminology (CPT) codes that should not be reported together for a variety of reasons. The Medicaid NCCI edits apply to claims that contain the following:
  - Same Provider
  - Same Participant
  - Same Date of Service
2. Medically Unlikely Edits (MUEs), or units-of-service edits, that define for each HCPCS/CPT code the number of units of service beyond which the reported number of units of service is unlikely to be correct (e.g., claims for excision of more than one gallbladder or more than one pancreas).

### **2.5.1.1. Procedure Codes**

Idaho Medicaid follows national procedure codes as listed in the most current version of:

- Current Procedural Terminology (CPT)
- Healthcare Common Procedure Coding System (HCPCS)
- International Classification of Diseases Procedure Coding System (ICD-10-PCS)

### **2.5.1.2. Procedure Codes without a Price on the Fee Schedule**

Procedure codes which appear on the Medicaid Fee Schedule without a price must have the following attachments for the code to be priced correctly. If the code is prior authorized, the documentation must be sent with the authorization request. Services on claims or authorization requests without the required attachments will be denied.

- Attach the lesser of:
  - A dated manufacturer's, or wholesaler's, invoice from within the past 365 days listing the procedure code, showing the provider's cost, the manufacturer or wholesaler's information, and who the invoice is billed to. The code will be priced at cost plus 10% plus shipping as applicable.
  - Manufacturer's Suggested Retail Price (MSRP). The code will be priced at 75% of the MSRP.

### **2.5.1.3. Unlisted Procedure Codes**

Providers are expected to select a CPT code that best defines the service provided. As part of correct coding requirements, unlisted codes should not be used if specific codes are available. Only exceptions published by Idaho Medicaid are permitted.

Adequate documentation must be attached to the claim to support the use of the unlisted code. Documentation should include a definition or description, the need, time, effort and equipment necessary to provide the item or service.

### **2.5.1.4. Modifiers**

#### **Medical Waste of Drugs and Biologicals**

The JW modifier became effective January 1, 2017 for use on Medicare Part B claims with drugs or biologicals from single use vials and packages. The modifier is appended on claim lines for units that are not administered to a patient, and must be discarded. Idaho Medicaid is unable to reimburse for waste. Claim lines with the JW modifier will be denied as non-covered.

## Separate Encounters and Distinct Procedures

A number of NCCI edits allow providers to use modifiers to indicate medical necessity for procedures or services that are distinct or separate. Effective January 1, 2015, CMS established four new modifiers to define subsets of Modifier 59, Distinct Procedural Services, to be used by all State Medicaid Programs.

Modifier 59 is the most widely-used HCPCS modifier. Modifier 59 is for use in a wide variety of circumstances, and is often incorrectly applied to bypass National Correct Coding Initiative (NCCI) edits.

Providers are responsible for accurately, completely, and legibly documenting the services performed. The introduction of subset modifiers is designed to reduce improper use of modifier 59 and help to improve claims processing for providers. The four new modifiers are:

- XE Separate Encounter: A service that is distinct because it occurred during a separate encounter. This modifier should only be used to describe separate encounters on the same date of service.
- XS Separate Structure: A service that is distinct because it was performed on a separate organ/structure.
- XP Separate Practitioner: A service that is distinct because it was performed by a different practitioner.
- XU Unusual Non-Overlapping Service: The use of a service that is distinct because it does not overlap usual components of the main service.

Idaho Medicaid will continue to recognize modifier 59; however, the 59 modifier should not be used when a more descriptive modifier is available.

Idaho, through the NCCI edits, may selectively require a more specific modifier –X {E, P, S, or U} for billing certain codes at high risk for incorrect billing. For example, a particular NCCI PTP code pair may be identified as payable only with the XE separate encounter modifier, but not the 59 or other X{E, P, S, or U} modifiers. The X {E, P, S, or U} modifiers are more selective versions of the 59 modifier, so it would be incorrect to include both modifiers on the same line.

More extensive information about use of one of these modifiers can be found at the [CMS Medicaid NCCI website](#).

### **2.5.1.5. Zero Medically Unlikely Edits (MUE)**

To ensure patient safety, Medicare, in October 2012, implemented an outpatient hospital medically unlikely edit (MUE) of zero to any services that should be limited to an inpatient hospital setting. Due to Medicare and Medicaid's shared safety concerns, Centers for Medicare and Medicaid Services (CMS) implemented these edits without facilitating comment from the medical community. This place of service edit is effective for claims submitted for dates of service on or after April 1, 2013. A list of [Medicaid MUE of Zero procedures](#) on the Inpatient only list settings is available on [www.medicaid.gov](http://www.medicaid.gov); see the links under **Medicaid NCCI Edit Files**. Modifiers cannot be used to override the zero MUE.

### **2.5.1.6. State Flexibility**

Idaho may not override an edit through the prior authorization process. The state may seek an exemption from CMS for an individual code only when the MUE is contrary to state policy, such as the case where Idaho instructs a provider to bill in 15 minute increments and the national code description does not designate a time frame for the code.

NCCI edits are updated on a quarterly basis, with new edits added each quarter. For additional information and instruction as well as lists of current edits, providers should access the Medicaid NCCI page referenced above.

## **2.5.2. Diagnosis Codes**

MMIS requires that all diagnosis codes be entered with the decimal point on claims. This applies to paper, electronic or online/direct data entry claims.

### **2.5.2.1. ICD-10 Updates During Inpatient Stays**

If an update to ICD-10 codes becomes effective during an ongoing inpatient stay, providers should split bill to have the most appropriate diagnosis on each claim.

For example, a participant's stay is 01/01/2018 to 01/31/2018, and new ICD-10 codes become effective 01/16/2018. Claim #1 should have the original diagnosis for 01/01/2018 to 01/15/2018. Claim #2 would have the new diagnosis for 01/16/2018 to 01/31/2018.

### **2.5.2.2. Unspecified Diagnosis Codes**

Claims should be coded to the highest level of specificity. Unspecified diagnoses codes should be the exception. Some services are restricted in the provider handbook or posted policies for specific circumstances as identified by diagnoses codes. If an unspecified code does not appear on these lists, but is the appropriate diagnoses, check the policy or handbook with the restriction for instructions on alternate billing options. For example, some policies may allow claims with a KX modifier for uncovered diagnoses. If alternate billing options aren't provided:

- For inpatient hospital stays, please, follow Telligen's default processes.
- For other claims follow the claim review and Medicaid review process.

## **2.5.3. Participant Billing Information**

The participant's name is used in conjunction with the Medicaid identification number (MID) for identification when submitting claims. To avoid errors, verify participant eligibility every time services are rendered and watch for any name changes that may have occurred.

### **2.5.3.1. Medicaid Identification Number (MID)**

Upon implementation of MMIS, every Idaho Medicaid participant (including children) received a unique 10-digit identification number. The MID is the only number accepted for processing claims. When entering the number on the claim form, do not use:

- Participant's Social Security number
- Another family member's MID
- Any letters, symbols, or hyphens

### **2.5.3.2. Participant Name**

It is important to enter the participant's name accurately. The Health Insurance Portability and Accountability Act (HIPAA) compliant Idaho Molina Medicaid secure website allows you to search for the participant's name as it is on file with Medicaid. You will be required to enter only the first five letters of the participant's last name and the first three letters of the participant's first name.

Common errors that are made when entering the name on the claim form include:



- Spelling mistakes and typing errors.
- Name not entered in correct order, or the participant may use a hyphenated last name.
- When entering a two-word last name, not starting with the lead name. (Example: Van S. Glen Garry, Glen is the beginning of the last name not Garry.)
- Using a nickname or a participant's preferred spelling from the provider's records instead of the proper name on file with Medicaid.
- Participant name has been changed and the participant has not updated their records with Medicaid or the provider.
- Parent's name used for minor child with a different last name.

## **2.5.4. Provider's Billing Information**

### **2.5.4.1. Idaho Medicaid Provider Number**

#### **Healthcare Providers**

Providers who meet the HIPAA definition of a healthcare provider should have a National Provider Identifier (NPI). Your NPI is your primary numeric identification on all claims, documents, and communications with Medicaid. Claims cannot be processed without a valid National Provider Identification number.

Healthcare providers who want to send or receive electronic HIPAA transactions must have an NPI. If you do not have an NPI you can apply for one online at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>, or you can call 1 (800) 465-3203 for a paper application.

#### **Atypical Providers**

Providers who do not meet the HIPAA definition of a healthcare provider are called atypical providers. They generally are not eligible to receive an NPI number. If you are an atypical provider, your primary numeric identifier is the unique 8-digit Idaho Medicaid Provider Number assigned to you when you enrolled/completed your provider record update. The types of providers Idaho Medicaid recognizes as atypical are listed below:

- Adult day care
- Agency transportation provider
- Behavior consultation/crisis management
- Certified family homes
- Chore services
- Home delivered meals
- Home modifications
- Individual transportation provider
- Non-emergency commercial transportation
- PCS/aged and disabled (A&D) agency
- 24 hour personal care service (PCS) home for children – (foster care)
- Personal emergency response systems
- Residential Assisted Living Facility (RALF)
- Residential habilitation agency
- Respite care
- Self-determination fiscal employer agent
- Supported employment service
- Transportation broker

### 2.5.4.2. **Provider Signature and Number on Paper Forms**

All paper claims must have a valid provider signature and their ten-digit NPI or their eight-digit Idaho Medicaid Provider Number. Claims that are not signed, do not have a Signature on File form with Idaho Medicaid, and/or do not have a provider number are returned.

### 2.5.4.3. **Signature on File**

Providers must sign every claim form or complete a [Signature on File](#) form. This form is used to submit paper claims without a handwritten signature and to submit electronic claims. It replaces a computer-generated signature, a signature stamp, or a typewritten signature. For a copy of the Signature on File form, log into your Trading Partner Account (TPA) and access the Provider Enrollment Forms or request a paper copy of the form from Provider Services.

### 2.5.5. **Billing Procedure for Date Spanning**

For CMS 1500 Claims, **non-consecutive** dates should not be spanned on a single claim detail. Providers risk claim denials due to duplicate logic, overlapping dates, and/or mutually exclusive edits.

When date spanning, services must have been provided for every day within that span. For example, it would be incorrect to date span the entire week or month when services were only performed on Thursday and Saturday within the same week or January 1 and January 10 within the same month.

#### **Example:**

For services provided to the participant on the following days:

Thursday, December 11, 2008

Saturday, December 13, 2008

...enter each date on a separate detail line.

Figure 2-2: Example of Date Spanning

| Date(s) of Service      | Procedure Code | Charges   |
|-------------------------|----------------|-----------|
| 12/11/2008 – 12/11/2008 | XXXXX          | \$ XXX.XX |
| 12/13/2008 – 12/13/2008 | XXXXX          | \$ XXX.XX |

### 2.5.6. **Determining How to Bill Units for 15-Minute Timed Codes**

Several CPT and HCPC codes used for evaluations, therapy modalities, procedures, and collateral contacts specify that one (1) unit equals 15 minutes. Providers must bill procedure codes for the services they delivered using CPT codes and the appropriate number of units of service. For any single CPT code, providers may bill a single 15-minute unit for treatment that is greater than or equal to eight (8) minutes. Two units should be billed when the interaction with the participant or collateral contact is greater than or equal to 23 minutes but is less than 38 minutes. Time intervals for larger numbers of units are as follows.

Figure 2-3: Units for 15-Minute Timed Codes

| Number of Units | Time Interval                |
|-----------------|------------------------------|
| 3 units         | ≥ 38 minutes to < 53 minutes |
| 4 units         | ≥ 53 minutes to < 68 minutes |
| 5 units         | ≥ 68 minutes to < 83 minutes |
| 6 units         | ≥ 83 minutes to < 98 minutes |

| Number of Units | Time Interval                  |
|-----------------|--------------------------------|
| 7 units         | ≥ 98 minutes to < 113 minutes  |
| 8 units         | ≥ 113 minutes to < 128 minutes |

The pattern remains the same for treatment times in excess of two hours. Providers should not bill for services performed for less than eight (8) minutes. The expectation (based on work values for these codes) is that a provider's time for each unit will average 15 minutes in length. If a provider has a practice of billing less than 15 minutes for a unit, these situations should be highlighted for review.

The above schedule of units is intended to provide assistance in rounding time into 15-minute increments for billing purposes. It does not imply that any minute until the eighth should be excluded from the total count because the time that is counted for active treatment includes all time. The beginning and ending time of the treatment must be recorded in the participant's medical record with a note describing the treatment.

(For additional guidance please consult *CMS Program Memorandum Transmittal AB-00-14*.)

## **2.6. Claims Submission**

Providers may submit claims by:

- Electronic Data Interchange (EDI)
- Direct data entry (DDE) into Health PAS-Online, Trading Partner Account (TPA)
- By mail on original, preprinted paper claim forms (hardcopy, see *Section 2.6.2 Paper Claim Forms*)

Electronic claim submission has many benefits, including a reduced number of errors, quicker payments, and easier claim tracking.

### **2.6.1. Electronic Claims Submission**

Molina offers two methods for electronic claims submission.

1. EDI is a HIPAA compliant X12 claim transaction referred to as an 837, which is submitted using online File Exchange upload. For EDI claim submission and billing instructions, please refer to the appropriate HIPAA X12 *Vendor Specifications Companion Guides* located at Health PAS-OnLine at [www.idmedicaid.com](http://www.idmedicaid.com). Electronic claims that are not in the correct HIPAA compliant format will be rejected.
2. DDE is the web-based entry of claims into the Health PAS-OnLine secure provider portal.

#### **2.6.1.1. Vendor Software and Clearinghouses**

Providers can use electronic claims submission software from any vendor after it is tested and noted as in compliance with the MMIS EDI system. Software vendors will not be allowed to test their product with Molina Medicaid Solutions. Molina will not endorse any specific software application. Any testing of third party software must be performed by a registered provider. Contact the Molina Technical Help Desk if you have any questions regarding this process.

Providers who wish to bill electronically and who bill more than one insurance carrier should consider using a clearinghouse. Clearinghouses are private companies that handle insurance claims for multiple carriers. The advantage for the provider is that claims are entered only once for the clearinghouse. The clearinghouse then forwards the claim to the appropriate insurance carriers (including Idaho Medicaid). A list of all currently registered

Clearinghouses and Billing Agencies is available on Health PAS-OnLine by selecting the link titled **Registered Clearinghouses and Billing Agencies**. Molina will furnish the specifications, free of charge, to any vendor upon request. Once the clearinghouse has successfully transmitted enough test data to become production certified with the MMIS, providers using their services may begin using the clearinghouse to submit claims.

See the next section for details about registering as a trading partner to begin testing. Since providers use a variety of different billing software brands, it is not possible to give exact information on how to complete any specific electronic eligibility or claim form. Providers can review the [EDI Companion Guides](#), available on the Idaho Molina Medicaid website, for a general example of HIPAA-compliant electronic transaction formats.

### **2.6.1.2. Trading Partner Agreement**

All providers should register as trading partners with Molina via the Idaho Molina Medicaid website. Registration includes electronically signing a trading partner agreement for HIPAA compliance in order to receive a trading partner ID, which is used on the X12 transactions as an identifier of the submitting provider.

Registering as a trading partner will also allow you access to the secure portion of the website for all real time claim entries, inquiries, and status requests. The secure website allows for ease of access to reports including the remittance advice.

Please see the [Trading Partner Account \(TPA\) User Guide](#) in the User Guides online.

### **2.6.1.3. Health Insurance Portability and Accountability Act (HIPAA) Required Data Elements**

When billing electronically, providers must complete all HIPAA required data elements; however, not all of the information is used by Idaho Medicaid in claims processing. The following HIPAA required data elements for an electronic HIPAA 837 claim submission are not used by Idaho Medicaid.

- Release of medical data
- Benefit assignment
- Patient signature
- Social Security number
- Tax ID number and qualifier
- Entity type qualifiers
- Provider and participant address
- Participant ID qualifier
- Participant date of birth
- Participant gender

### **2.6.2. Paper Claim Forms**

Several different types of claim forms are used to bill services to Medicaid. The following forms are the only paper forms accepted by Idaho Medicaid:

- CMS 1500 (Red drop out form)
- UB-04 (Red drop out form)

All paper claims are electronically scanned for processing. The printed versions of the claim forms are machine readable which means they are printed using special paper, special color inks, and within precise specifications. For this reason, only original color forms can be used for scanning. Forms that cannot be scanned are returned to the provider.

### 2.6.2.1. Completing the Claim Form

To ensure that paper claims are scanned correctly, follow these guidelines:

- Use the specified original claim form referenced above. Photocopies cannot be scanned and will be returned to the provider.
- Check the Claim Form Instructions; [CMS-1500 Instructions](#) or the [UB04 Instructions](#), for your specific provider type for the required fields.
- Do not enter any data or documentation on the claim form that is not listed as required. When billing Medicaid there is no need to enter data into fields that are not required.
- Use black ink or a typewriter with a good ribbon or a printer with a good ink cartridge. Change the ribbon or ink source if the print is too light.
- When using a typewriter or printer, make sure the form is lined up correctly so it prints evenly. Claims cannot be processed when the information is not in the correct field or not within the box. If completing the form by hand, print neatly.
- Be sure to stay within the box for each field.
- When entering an X in a check-off box, be sure that the mark is centered in the box.
- White correction fluid is acceptable, but no other alterations should be made on the form.
- Do not use bold font.

### 2.6.2.2. Mailing the Claim Form

Do not staple or paper clip any attachments to the claim form. Check the [Provider Guidelines](#) for your specific provider type in this handbook to see if an attachment is required. Providers have the option to upload claim attachments through the Idaho Molina Medicaid website when entering claims through a Trading Partner Account (TPA). Attachments should be scanned completed forms, word processing, or spreadsheet documents.

If an attachment is required, providers can continue to send claims via US mail. Do not fold the form. Mail it flat in a 9 x 12 envelope (minimum size).

Mail to the appropriate address found in one of the following tables.

Figure 2-4: Claim Mailing Addresses

| Address                                   | Claim Type   |
|---|--|
| Molina<br>PO Box 70084<br>Boise, ID 83707 | CMS 1500<br>UB-04 Inpatient<br>UB-04 Hospice<br>UB-04 LTC<br>UB-04 Home Health<br>UB-04 Medicare Primary<br>Third Party Recovery (TPR) |
| Molina<br>PO Box 70087<br>Boise, ID 83707 | UB-04 Outpatient<br>Financial (Adjustments, refunds, etc.)   |

Send correspondence in a separate envelope or mark the outside of the claim envelope *Correspondence Enclosed*.

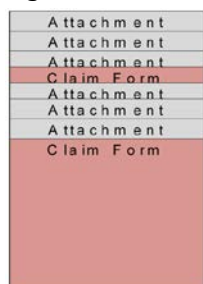
### 2.6.2.3. Attachments

Attachments are additional documentation required to support the processing and payment of a claim. *Please be sure all attachments are legible.*

Attachments may include:

- Third Party Explanation of Benefits (EOB)
- Medicare Remittance Notice (MRN)/Explanation of Medicare Benefits (EOMB)
- Certificate of Medical Necessity CMS-484—Oxygen (CMN)
- Pharmacy prescription
- Consent forms
- Manufacturer’s MSRP
- Manufacturer’s invoice showing provider cost and shipping as applicable

Figure 2-5: Claim with Attachments



If a claim has an attachment, do not staple or clip it to the claim. Place it behind the claim form, as illustrated in the figure to the left.

If multiple claims refer to the same attachment, then make separate copies of the attachment for each claim.

If multiple claims are sent together, then stack the claims with each claim followed by its own attachment(s). See the diagram at left.

If an attachment has information on both sides of the page, then make a copy of the backside and include it with the claim.

If an attachment such as a sales receipt is on a small slip of paper, then copy or tape it onto an 8 ½” by 11” inch piece of paper.

If the submission is related to timely filing, it is required that you attach the Medicaid RA. If the submission is a claim review request or the like, attaching the RA will help explain the history of the claim and previous processing.

If no attachments are required, then consider submitting the claim electronically.

### 2.6.3. Examples of Documentation Necessary for Billing

Figure 2-6: Examples of Documentation Required for Billing

| Example   | Required Documentation                  | Solution   |
|---|---|--|
| Three claims submitted for the same participant with one MRN/EOMB which covers the three claims | One copy of the MRN/EOMB for each claim | Submit services for all three claims on one claim form and include one EOMB<br><b>or</b><br>Submit three claims and include one copy of the MRN/EOMB with each claim |

| Example  | Required Documentation                        | Solution   |
|--|---|--|
| Corrected claims submitted which were previously denied  | Include the RA explaining the previous denial | It is required to include the RA with claim. When the date on the claim exceeds the timely filing limit (one year from date of service) enter the claim number/ICN from the RA in the comment field of the claim and |
| Two claims submitted, the first is marked <i>continued</i> , and one attachment is included to explain the use of a <i>dump</i> code for a lab | None  | Total each claim separately and enter the name of the lab test in <b>Field/Box 19</b>  |
| Two claims submitted with one invoice attached   | One copy of the invoice for each claim        | Include one invoice copy with each claim form  |

## 2.7. Claim Status

Providers can determine the status of their claims four ways:

- Through the weekly Remittance Advice (RA). See [Remittance Advice Analysis](#) for information on RAs.
- Calling Medicaid Automated Customer Service (MACS) at 1 (866) 686-4272.
- The electronic claim status request and response transaction (HIPAA 276/277).
- Online through the Idaho [Molina Medicaid](#) website.

**MACS Inquiry:** Providers can check the status of electronic and paper claims sent to Molina for processing by calling MACS and selecting the claims information option. For more information on how to access MACS and check claim status, refer to the *MACS User Guide* in the User Guides on the Idaho Molina Medicaid website.

**Electronic Inquiry:** Idaho Medicaid supports the HIPAA transaction known as the 276/277, Electronic Claim Status Inquiry and Response. This transaction allows providers to inquire on the status of claims and health plans to return the requested information. Providers should contact their software vendor or clearinghouse to determine if their vendor supports the claim status inquiry and response transactions.

**Online Inquiry:** This option is available to providers who have a trading partner account. More information about verifying eligibility online can be found in the *Eligibility Verification* section of the [Trading Partner Account \(TPA\) User Guide](#).

## 2.8. Adjustments

Adjustments can be done on claims only when the information on the original claim must be updated. Adjustments cannot be used to add additional services, or change the dates of service. If the claim requires additional line items, or changes to the initial date of service, a new claim must be submitted. Providers have up to two years after the last date of claim finalization to adjust a claim. Documentation should be included to support timely filing. In accordance with the provider agreement, providers are required to immediately repay identified overpayments.

The Remittance Advice (RA) will show any adjustments made. For more information on an RA see the [Remittance Advice Analysis](#).

### **2.8.1. Electronic Adjustments**

Providers can submit electronic adjustments to Molina using Health PAS-OnLine or their vendor software. Attachments can be submitted via EDI and attachments are necessary to support and explain the adjustment. Please see the *Claim Status* section of the [Trading Partner Account \(TPA\) User Guide](#) for instructions. When submitting electronic adjustments, use claim frequency 8 to void a claim or claim frequency 7 to replace a claim.

### **2.8.2. Paper Adjustments**

When a claim is paid incorrectly, resubmit a completed claim form indicating the original claim number and claim frequency code. If resubmitting on a CMS 1500, the frequency code of eight (8) to void a claim, or claim frequency seven (7) to replace a claim is placed in **Field/Box 22** along with the original claim number. If resubmitting on a UB-04 claim form, the last digit of the bill type is considered the frequency code. In **Field/Box 4**, the bill type must show a seven (7) or eight (8) in the frequency position and the original claim number in **Field/Box 64**. See the Claim Form Instructions for detailed information.

### **2.8.3. Adjustments Up to Two Years**

For claims that are under two years from the last date of claim payment or adjustment, providers must adjust their own claims via an EDI 837 transaction or through their Trading Partner Account (TPA). For those providers who do not have the capability to use either method, a Claim Review Request Form must be submitted stating in the Comments field why the provider is unable to adjust the claim electronically; additionally, the provider must also request that the claim be reversed, and include a new claim form with modifications along with the Claim Review Request Form, located on the Idaho [Molina Medicaid website](#).

### **2.8.4. Adjustments Beyond Two Years**

For providers seeking to adjust claims that are beyond two years from the last date of claim payment or adjustment, it is considered a recoupment. For these claims, you must refund via check for both partial and complete recoupments and include the Overpayment Form located on the Idaho [Molina Medicaid website](#).

## **2.9. Retrospective Review**

A retrospective review is a determination of coverage after a claim has been submitted. It may even occur after payment has been made. Should a review find that payment for a claim was inappropriate, it may be recouped. The review checks for appropriate documentation, medical necessity, and adherence to all applicable rules, regulations, and statutes. Receipt of documentation and claim payment is not certification that the Department has conducted a review or verified the appropriateness of a claim.

### **2.9.1. Requests for Reconsideration and Appeals**

Providers may appeal a finding on a retrospective review by Medicaid or its designee, by following these steps.

#### **Step 1**

##### **Request for Reconsideration**

Prepare a written Request for Reconsideration, including additional documentation to support the validity of your claim. Documentation may include medical records, guidance



from the Centers for Medicare & Medicaid Services, Idaho Provider Handbooks, Idaho statute, or Idaho Administrative Procedure Acts (IDAPA). Resubmit to the reviewing agent within 28 days from the mailing date of the Notice of Decision.

Upon completion of the reconsideration review, Medicaid will issue a second Notice of Decision. If the provider or participant disagrees with the reconsideration decision made by Medicaid or its designee, they may file a Request for Appeal. The provider or participant has 28 days from the mailing date of the second Notice of Decision to submit a formal appeal.

## Step 2

### Request for Appeal

To submit a written request for an appeal of the decision, submit the following within 28 days from the second Notice of Decision. Documentation may be faxed but the fax must be followed with copies of original documents in the mail.

- Prepare a written request for an appeal that includes:
  - A copy of the first Notice of Decision from the reviewing agent
  - A copy of the Request for Reconsideration from the provider
  - A copy of the second Notice of Decision from the reviewing agent showing that the request for reconsideration was performed
  - An explanation of why the reconsideration remains contested by the provider
  - Copies of all supporting documentation

- Mail the request and additional information to:

**Hearings Coordinator**

**Idaho Department of Health and Welfare Administrative Procedures Section**

**P.O. Box 83720**

**Boise, ID 83720-0036**

FAX 1 (208) 334-6558

You will be notified in writing by a Hearing Officer to set up a date, time, and location of for the hearing.

## ***2.10. Claim Reconsideration and Appeals***

### **2.10.1. Claim Review Request**

The Claim Review Request process is available to providers who want someone to physically review their claims. Timely filing and Coordination of Benefits (COB) payment are some examples of types of reviews that a provider may request. For overpayments, see *Adjustments Prior to Two Years* or *Adjustments Beyond Two Years*.

To request a Claim Review, submit a Claim Review Request form found online on the Idaho [Molina Medicaid](#) website. Follow the procedure outlined below.

Check **Claim Review Request** on the **Claim Review Request** form, and complete the necessary information:

- New or corrected claim form
- Most current claim ID requiring review
- Provider information
- Participant information
- Comments – any explanation needed to help in review
- Attachments – any attachments you feel will help support your request as well as any required documentation (such as EOB with remark codes, timely filing, medical records, chart notes, or reports).

Mail the Claim Review Request form and attachments to:

**Molina Provider Correspondence**  
**P. O. Box 70082**  
**Boise, ID 83707**

### **2.10.2. Medicaid Review of Claim Determination**

A pre-appeal process is available to providers who want someone at the Medicaid Central Office to physically review their claim. To initiate a pre-appeal follow the procedure outlined below.

Check **Medicaid Review** on the **Claim Review Request** form, and complete the necessary information:

- Original claim ID requiring review
- Provider information
- Participant information
- Comments – any explanation needed to help in review
- Attachments – any attachments you feel will help support your request as well as any required documentation (such as timely filing, medical necessity, notes, or reports)
- ***You must include a copy of the Molina claim Review Determination Letter***

Mail the Claim Review Request form and attachments to the following address.

**Molina Provider Correspondence**  
**P. O. Box 70082**  
**Boise, ID 83707**

### **2.10.3. Formal Appeal**

To formally appeal Medicaid's Review of Claim Determination, send a written request for appeal to DHW.

Submit the following information for the formal appeal.

- Cover letter detailing why the formal appeal is requested
- Copy of Medicaid Review of claim Determination Letter
- Copy of Molina review letter
- Copy of claim and all attachments or new claim for possible resubmission
- Copy of the applicable RA

Send formal appeal documents using the following contact information.

**Administrative Procedures Section**  
**Idaho Department of Health and Welfare**  
**450 West State Street 10th floor**  
**P.O. Box 83720**  
**Boise, ID 83720-0036**  
Fax: 1 (208) 334-6558

Medicaid will review the claim and respond in writing with the final determination.

## **2.11. Third Party Recovery (TPR)**

This section covers the Third Party Recovery (TPR) situations that may apply to providers working with Idaho Medicaid participants. It briefly describes how Molina processes TPR claims. In accordance with Federal regulations 42 CFR-433.135-139, the Division of Medicaid or its designee must take all reasonable measures to determine the legal liability of third parties to pay for medical services under the plan.

A third party is any insurance company, private individual, corporation, or business that can be held legally responsible for the payment of all or part of the medical or dental costs of a participant. Third parties could include:

- Medicare
- Group health insurance
- Workers' compensation
- Homeowners' insurance
- Automobile liability insurance
- Non-custodial parents or their insurance carriers
- An individual responsible for a Medicaid participant's injury (a person who committed an assault on a participant, for instance)

Federal regulations require providers to bill all known insurance companies before submitting a claim to Medicaid. See *Section 2.11.1 Exclusions*, for the exceptions to this requirement.

### **2.11.1. Participant Responsibility**

The provider must accept the Medicaid allowed amount as payment in full. The provider cannot bill the participant for any balance remaining after the primary insurance and Medicaid have both paid. Participants cannot be billed for any non-reimbursed amount.

### **2.11.2. Exclusions**

At this time, services federally excluded from TPR requirements are:

- Prenatal care and early and periodic screening and diagnosis program services, when a liable third party has not made payment within 90 days after the date the provider of such services has initially submitted a claim to such third party for payment for such services, in accordance with section 1902(a)(25)(E) of the Social Security Act.
  - Screening and diagnosis program services include:
    - Regularly scheduled examinations and evaluations of the general physical and mental health, growth, development, and nutritional status of children under age 21, provided in accordance with reasonable standards of medical and dental practice,
    - Appropriate immunizations, and
    - Diagnosis of defects of vision, hearing, dental needs, and other health conditions

Services for treatment of individuals under the age of 21 are not excluded from TPR requirements.

### **2.11.3. Determining Other Insurance Coverage**

Use MACS, the Idaho Molina Medicaid website, or other successfully tested vendor software to determine if a participant has other insurance coverage before billing Idaho Medicaid.

The name of the insurance company and the type of coverage is given. If there is other insurance coverage, note the information on the other insurance carrier and bill the other insurance before billing Medicaid.

**Figure 2-7: Third Party Recovery (TPR) Coverage Codes**

| Code | Description  |
|------|--|
| 0001 | Full coverage  |
| 0002 | Full coverage, no dental                                     |
| 0003 | Full coverage, no dental, no drugs                           |
| 0004 | Full coverage, no vision                                     |
| 0005 | Full coverage, no dental, no vision                          |
| 0006 | Accident only policy   |
| 0007 | Hospital only policy   |
| 0008 | Surgical policy  |
| 0009 | Accident & hospital only                                     |
| 0010 | Cancer only policy   |
| 0011 | Dental only  |
| 0012 | Drug only  |
| 0013 | Vision   |
| 0014 | Medicare Part A  |
| 0015 | Medicare Part B  |
| 0016 | Medicare supplement, no drug                                 |
| 0017 | Full coverage with dental, no drug                           |
| 0018 | Medicare supplement with drug                                |
| 0025 | Full coverage, no dental, no vision, no drug                 |
| 0027 | Medicare HMO   |
| 0029 | Unknown  |
| 0038 | Air ambulance coverage                                       |
| 0039 | LTC/nursing home coverage                                    |
| 0040 | Full coverage, no vision, no drug                            |
| 0041 | Medicare HMO   |
| 0042 | Medicare Advantage, Part A & B only                          |
| 0043 | Medicare Advantage, Part A & B with drug                     |
| 0044 | Medicare Advantage, Part A & B with dental                   |
| 0045 | Medicare Advantage, Part A & B with dental and drug          |
| 0046 | Medicare Advantage, Part A & B with vision                   |
| 0047 | Medicare Advantage, Part A & B with drug and vision          |
| 0048 | Medicare Advantage, Part A & B with dental and vision        |
| 0049 | Medicare Advantage, Part A & B with dental, vision, and drug |
| 0050 | Medicaid/Medicaid Coordinated Plan                           |

Refer to the *TPR Carrier Codes* document found in the [Provider Handbook Reference](#) section. If you do not find the carrier on the list, please call HMS 1 (800) 873-5875 for the appropriate carrier code.

## 2.11.4. Coordination of Benefits (COB)

In accordance with Federal regulations 42 CFR-433.135-139, the Division of Medicaid or its designee must take all reasonable measures to determine the legal liability of third parties to pay for medical services under the plan.

A third party is any insurance company, private individual, corporation, or business that can be held legally responsible for the payment of all or part of the medical or dental costs of a participant. Third parties could include:

- Medicare
- Group health insurance
- Workers' compensation
- Homeowners' insurance
- Automobile liability insurance
- Non-custodial parents or their insurance carriers
- An individual responsible for a Medicaid participant's injury (a person who committed an assault on a participant, for instance)

The Coordination of Benefits (COB) calculation is performed at the claim level for all claims. COB calculation is not performed line by line. COB amounts entered at the claim detail level are summed up for the claim and then the COB calculation is performed. The payment is then distributed to the claim detail lines.

All claims will now be priced in one of three ways:

### 1. Member Responsibility

Add together the primary's coinsurance, copay, and deductible. If no coinsurance, copay, and/or deductible are reported, then the payment is zero.

*Claims paid with this method:*

- Medicare Part A
- Hospital Inpatient
- QMB-Only participants

Examples of Member Responsibility calculations:

|   |  |
|---|--|
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br>Primary Ins Paid Amount: \$64.00<br><b>Primary Ins Deductible: \$0.00</b><br><b>Primary Ins Co-Insurance &amp; Co-Pay: \$16.00</b><br>Medicaid Allowed Amount: \$70.00           | <b>Medicaid will pay \$16</b>  |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br><b>Primary Ins Deductible: \$0.00</b><br><b>Primary Co-Insurance &amp; Co-Pay: \$16.00</b><br><b>Medicaid Allowed Amount: \$60.00</b> | <b>Medicaid will pay \$0</b><br>(Primary paid more than Medicaid allowed.)<br><br>For QMB-Only Medicaid<br><b>will pay \$16.00</b> |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br>Primary Ins Paid Amount: \$64.00<br><b>Primary Ins Deductible: \$8.00</b><br><b>Primary Co-Insurance &amp; Co-Pay: \$8.00</b><br>Medicaid Allowed Amount: \$90.00                | <b>Medicaid will pay \$16</b>  |

## 2. Medicaid-Allowed Minus Primary Insurance Payment

Take the Medicaid contract amount minus COB paid amount.

*Claims paid with this method:*

- RHC, FQHC, IHC (*benefit*)
- Long Term Care (*contract*)

Examples of Medicaid-Allowed Minus Primary Payment calculations:

|   |   |
|---|---|
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$0.00<br>Primary Ins Co-Insurance & Co-Pay: \$16.00<br><b>Medicaid Allowed Amount: \$70.00</b> | <b>Medicaid will pay \$6</b><br><br>For QMB-Only Medicaid<br><b>will pay \$16.00</b>  |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$0.00<br>Primary Co-Insurance & Co-Pay: \$16.00<br><b>Medicaid Allowed Amount: \$60.00</b>     | <b>Medicaid will pay \$0</b><br><br>For QMB-Only Medicaid<br><b>will pay \$16.00</b>  |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$8.00<br>Primary Co-Insurance & Co-Pay: \$8.00<br><b>Medicaid Allowed Amount: \$90.00</b>      | <b>Medicaid will pay \$26</b><br><br>For QMB-Only Medicaid<br><b>will pay \$16.00</b> |

## 3. Lesser of Member Responsibility or Medicaid-Allowed Amount Minus Primary Insurance Payment

Whichever is the lesser of:

Add together the primary's coinsurance, copay, and deductible. If no reported coinsurance, copay, and/or deductible, then the payment is zero (*Member Responsibility*). For commercial claims, if there is no reported coinsurance, copay, and/or deductible, then the payment follows *Medicaid-Allowed Minus Primary Insurance Payment*.

OR

Subtract the COB-paid amount from the Medicaid allowed amount. When the *Medicaid-Allowed Minus Primary Insurance Payment* is less than COB paid, then the payment is zero.

*Claims paid with this method:*

- Medicare Part B (*including those on a denied Part A claim*)
- Professional Services
- Hospital Outpatient

Examples of Lesser of calculations:

|   |   |  |
|---|---|--|
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br>Primary Ins Paid Amount: \$64.00<br><b>Primary Ins Deductible: \$0.00</b><br><b>Primary Co-Insurance &amp; Co-Pay: \$16.00</b><br>Medicaid Allowed Amount: \$70.00<br><br><b><u>Member Responsibility: \$16.00</u></b> | Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$0.00<br>Primary Co-Insurance & Co-Pay: \$16.00<br><b>Medicaid Allowed Amount: \$70.00</b><br><br><b><u>Medicaid Allowed Minus Primary's Payment: \$6.00</u></b> | <b>Medicaid will pay \$6</b><br><br>For QMB-Only<br><b>Medicaid will pay \$16.00</b> |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br>Primary Ins Paid Amount: \$64.00<br><b>Primary Ins Deductible: \$0.00</b><br><b>Primary Co-Insurance &amp; Co-Pay: \$16.00</b><br>Medicaid Allowed Amount: \$60.00<br><br><b><u>Member Responsibility: \$16.00</u></b> | Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$0.00<br>Primary Co-Insurance & Co-Pay: \$16.00<br><b>Medicaid Allowed Amount: \$60.00</b><br><br><b><u>Medicaid Allowed Minus Primary's Payment: \$0.00</u></b> | <b>Medicaid will pay \$0</b><br><br>For QMB-Only<br><b>Medicaid will pay \$16.00</b> |
| Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br>Primary Ins Paid Amount: \$64.00<br><b>Primary Ins Deductible: \$8.00</b><br><b>Primary Co-Insurance &amp; Co-Pay: \$8.00</b><br>Medicaid Allowed Amount: \$90.00<br><br><b><u>Member Responsibility: \$16.00</u></b>  | Provider Billed Amount: \$100.00<br>Primary Ins Allowed Amount: \$80.00<br><b>Primary Ins Paid Amount: \$64.00</b><br>Primary Ins Deductible: \$8.00<br>Primary Co-Insurance & Co-Pay: \$8.00<br><b>Medicaid Allowed Amount: \$90.00</b><br><br><b><u>Medicaid Allowed Minus Primary's Payment: \$26.00</u></b> | <b>Medicaid will pay \$16</b>  |

**Important note:** It is necessary to report the Medicare/Other Insurance allowed amount, co-pay and coinsurance amount (added together and entered under coinsurance), deductible amount, and paid amount accurately for correct payment consideration.

**\*Note:** Medicare Excluded Services do not require a Medicare Remittance Notice (MRN) to be considered by Medicaid. If the participant's coverage is handled through a private insurance carrier that is not Medicare, then the provider must submit an Explanation of Benefits (EOB) from the primary insurance.

### Participants Enrolled as 'QMB Only' Will Have Medicare as the Primary Carrier

It is important to remember that participants who have QMB-Only (i.e., rate code 68 only) are not eligible for Medicaid benefits. Idaho Medicaid pays only the *Member Responsibility* portion of claims for QMB-Only participants across all provider types. Member Responsibility is calculated by adding together the primary payers' coinsurance, copay, and deductible. If no coinsurance, copay, and/or deductible are reported, then the Medicaid payment is zero.

**\*Note:** No payments are made for Medicare non-covered services.

### Professional Claims

Medicaid's payment for services will be calculated according to the *Lesser Of* methodology. The payment will be the lesser of the primary insurance's co-insurance, co-pay, and deductible, or the primary's insurance payment subtracted from the Medicaid allowed amount. When the Medicaid allowed amount is less than COB paid, the payment is zero.

**Hospital Claims – Inpatient**

Medicaid's payment for services will be calculated according to the *Member Responsibility* methodology. If no co-insurance, co-pay, or deductible are reported the payment is zero.

**Hospital Claims – Outpatient**

Medicaid's payment for services will be calculated according to the *Lesser Of* methodology. When the Medicaid allowed amount is less than COB paid, the payment is zero. When Medicare reports zero for non-covered services, then DHW processes claims as Primary and pays the Medicaid allowed amount.

**Professional Claims for Medicare Non-covered Service**

Medicaid's payment for services will be calculated according to the *Lesser Of* methodology. When the Medicaid allowed amount is less than COB paid, the payment is zero. When Medicare reports zero for non-covered services, then DHW processes claims as Primary and pays the Medicaid allowed amount.

**Long Term Care Facility**

Medicaid's payment for services will be calculated according to the *Medicaid-Allowed Amount Minus Primary Insurance Payment* methodology. Then minus any unpaid Share of Cost (SOC) amount. When the Medicaid allowed amount is less than COB paid, the payment is zero.

**FQHC/RHC/IHC**

Medicaid's payment for services will be calculated according to the *Medicaid-Allowed Amount Minus Primary Insurance Payment* methodology. When the Medicaid allowed amount is less than COB paid, the payment is zero.

**Medicare Covered/Medicare Non-covered**

Claims submitted with both Medicare covered and Medicare non-covered services on the same claim will be denied. The provider must split bill covered and non-covered services.

The exception to this rule is Medicare excluded services or when the provider reports modifiers GY or GZ on a Medicare non-covered service for which they expect no payment from Idaho Medicaid. Excluded services are those that Medicare will never pay for, vs. non-covered, which Medicare may pay in certain circumstances.

**Authorization Requirements with Medicare**

When Medicare is the primary carrier for payment, the authorization requirement for DHW does not apply. Medicare guidelines are followed. If Medicare denies the claim, Idaho Medicaid becomes the primary payer and Idaho Medicaid's prior authorization, processing, and payment rules apply.

**Documentation Requirements**

If Medicare denies the claim, Idaho Medicaid becomes the primary payer and Idaho Medicaid's documentation, processing, and payment rules apply.

**Crossover Claims**

Crossover claims may require rebilling to Medicaid with appropriate Medicaid approved coding for consideration, for example, FQHC/RHC/IHC, LTC.



### **2.11.5. Processing Third Party Recovery (TPR) Claims**

The claim must be submitted correctly to the responsible third party before it may be submitted to Medicaid. After receiving either a partial payment or a denial from an insurance company, submit the claim to Medicaid for payment consideration along with a copy of the explanation of benefits (EOB) including the information for the claim and the explanation of the remark codes.

When submitting the claim to Medicaid, verify that the dates of service, units, detail charges, and total charges are the same on the primary insurance EOB and on the claim to Medicaid. If the other insurance carrier denied the claim, submit the claim to Molina for processing. A copy of the other insurance company's EOB (both detail about the claim and an explanation of the remark codes) must be attached to the claim to document the other insurance company's denial. The denial must be validated before the claim can be processed by Molina.

A paper EOB from the other insurer is included with paper claims, including the EOB claim resolution message from the other insurance and the explanation of any remark codes. Since there are hundreds of insurers, each with their own remark coding system, Idaho Medicaid cannot process a claim unless the EOB number and message is included with the paper claim.

Fill in the other insurance paid amount in the appropriate field of the claim. If the insurance pays at zero, **0.00** must be recorded in the appropriate field or the claim will be denied. These claims must be submitted to Medicaid with the EOB attached.

#### **2.11.5.1. Electronic Third Party Claims**

HIPAA Remittance Advice Remark Codes (RARC) replace the third party EOB codes that were formerly used on both paper and electronic third party claims. They explain how the claim was processed and give additional information about the payment of benefits or denial of the claim by the third party payer.

For electronic/EDI claims, the current RARC(s) are required on all TPR transactions. For paper claims and online entry claims, attach the required EOB(s) from the other insurance(s); these EOB(s) would also use the same RARC.

The RARC are updated three times a year by CMS. A [current list of the RARC codes](#) can be found on the Washington Publishing Company website.

Further information can also be obtained online at [www.healthandwelfare.idaho.gov](http://www.healthandwelfare.idaho.gov), the Idaho [Molina Medicaid](#) website, or by contacting Provider Services at 1 (866) 686-4272.

#### **2.11.5.2. Third Party Recovery (TPR) Fields on Paper Claim Forms**

The following table lists all the paper claim forms used by Idaho Medicaid and the fields used for TPR by number.

Figure 2-8: Third Party Recovery (TPR) Fields on Paper Claim Forms

| Form                       | Service Line Charge | Total Charges                        | Other Insurance Payment | Balance Due          | Comments               |
|----------------------------|---------------------|--------------------------------------|-------------------------|----------------------|------------------------|
| <b>CMS-1500 claim form</b> | 24F                 | 28                                   | 29                      | 30                   | 19                     |
|                            | \$ Charges          | Total Charge                         | Amount Paid             | Balance Due          | Reserved for local use |
| <b>UB-04 claim form</b>    | (not used)          | 23                                   | 54                      | 55                   | 80                     |
|                            |                     | Enter the total of all claim charges | Prior Payments          | Estimated Amount Due | Remarks                |

### 2.11.5.3. Split Claims

Sometimes claims are billed to other insurance companies with more lines than will fit on the Medicaid paper claim form. To create a matching claim, the claim must be split.

If the other insurance's EOB has more detail lines than will fit on the claim form, divide the claim into two or more separate claims. Submit the first lines on one claim form and the remaining lines on additional claim forms. Write *Split Claim* in **Field/Box 19** of the CMS-1500 claim form, or **Field/Box 80** of the UB-04 claim form. Total each claim. Pro-rate the third party payments to match the lines billed. Attach a separate copy of the EOB to each split claim.

When billing electronically, it is not necessary to split a claim unless the provider is submitting more than the maximum number of detail lines allowed on the claim.

- Professional claims: Up to 50 details
- Institutional claims: Up to 999 details

**Note:** ICD-10-CM codes S00 to T88.9 are injury diagnoses. For more on using diagnosis codes in this range see Section 2.11.6.2 *Injury Diagnosis*, before submitting your claim. This helps prevent an unnecessary claim denial.

### 2.11.5.4. Unacceptable Denial Codes

A billing or timeliness error is not considered a valid denial for the purposes of satisfying the requirement to bill all other insurances. The following are examples of denials that will not be accepted for paper, online, or electronic claims:

- Claim lacks information that is needed for adjudication
- Prior Authorization required
- Patient cannot be identified as our insured
- Claim filed past filing time limit
- Duplicate of a previously submitted claim

### 2.11.6. Claims for Dually Eligible Participants

When a participant is enrolled in (or eligible for) Medicare Part A and Part B and is eligible for full Medicaid, the participant is considered to be a full dual eligible participant.

Dual eligible participants meeting the criteria above that are 21 years of age or older, are eligible to voluntarily enroll in the Medicare-Medicaid Coordinated Plan (MMCP) with an MMCP health plan.

Dual eligible participants that choose to purchase a Medicare Advantage Plan through an insurance company/carrier other than the current MMCP plans will not be able to enroll in MMCP.

- For participants enrolled in the MMCP, see [General Provider and Participant Information](#) for billing information related to MMCP.
- A participant's Medicare Part A and Part B information is available by calling MACS and choosing the *other insurance* menu option.

### **2.11.6.1. Billing Medicare**

Providers must enroll with the Idaho Medicaid Program separately from Medicare. If the participant is dually eligible for Medicare and Medicaid, Medicare must be billed first. Claims submitted to Medicare are electronically crossed over to Medicaid.

- Claims that do not automatically cross over from Medicare must be submitted to Medicaid with a Medicare Remittance Notice (MRN) attached. The MRN must include the Medicare payment or non-payment reason code.
- If the MRN does not clearly identify that it is a MRN, write on the top right margin of the claim or the MRN, "Medicare MRN" or "Medicare HMO", if applicable to help sort the claim.

### **2.11.6.2. Qualified Medicare Beneficiaries (QMB) Medicare/Medicaid Billing**

Participants who are enrolled only as QMB are eligible for Medicare covered services only up to Medicare's allowed amount from Idaho Medicaid. Claims filed secondary to Medicare and sent to us electronically by Medicare are called crossover claims. On the RA the payment of these charges appears on the first detail line of the paid claim on the Professional Crossover Claims page.

Services denied or not covered by Medicare for QMB participants will be denied if billed to Medicaid. Services denied or not covered by Medicare for participants who are dually eligible may be submitted electronically or on a separate paper form. These claims are not considered crossover claims. Medicaid processes these charges as the primary payer.

Each claim form must be submitted with an MRN attached. All claims submitted online or on paper must match the MRN exactly.

When an MRN contains covered and non-covered services (for dually eligible QMB participants only), submit two separate claims to Medicaid.

- One claim for the covered Medicare dually eligible portion with the MRN attached.
- Second claim for the non-covered Medicare services with the MRN denial attached. Indicate *Medicare Non-Covered Benefit* in comments or remarks field of your claim form.

### **2.11.6.3. Medicare Advantage**

To ensure the claim is processed correctly, claim forms must be filled out completely. If the EOB does not designate Medicare Advantage, specify which plan is indicated in box 9D or 11C on the CMS-1500. On the UB-04, indicate the plan in box 50.

### **2.11.6.4. Split Claims**

Claims cannot be submitted with both Medicare covered and Medicare non-covered services on the same claim. Claims will be denied so the provider can split bill services.

An exception to this rule is if modifier GY and/or GZ are reported on Medicare non-covered services. These services will be allowed to be billed together on the same claim with a Medicare covered service.

Sometimes claims are billed to Medicare with more lines than will fit on the paper claim form. To create a matching paper claim, the claim must be split. If the Medicare Remittance Notice (MRN) has more detail lines than will fit on the claim form, split the claim. Submit two claims with the first lines on one claim form and the remaining lines on additional claim forms. Write *Split Claim* in **Field/Box 19** of the CMS-1500 claim form or in **Field/Box 80** of the UB-04 claim form. Leave the fields for amount paid and balance due blank. Attach a separate copy of the EOMB to each split claim. Total each claim.

When billing electronically, it is not necessary to split a claim unless the provider is submitting more than the maximum number of details allowed on the claim.

- Professional claims: Up to 50 details
- Institutional claims: Up to 999 details

### **2.11.6.5. Electronic Crossover Claims**

Medicare Part B services billed by Idaho providers cross over electronically from the Medicare carrier to Molina. This process occurs automatically when the Medicare claim shows:

- Assignment was accepted
- Participant's Idaho MID number
- Provider's Medicare number

Providers may submit Part B services directly to Idaho Medicaid.

### **2.11.6.6. Paper Claims for Dually Eligible Participants**

Information on dually eligible claims submitted on paper must match the information on the MRN exactly. The dates of service and dollar amounts must be the same as those on the MRN. File a separate claim for each claim on the MRN. Participants with both Medicare and private insurance must have an EOB from both carriers attached to the Medicaid claim form. When billing paper claims for dually eligible participants:

- Use the participant's MID number.
- Use the Idaho Medicaid provider number.
- Fill in all of the same required fields as on standard Medicaid claims.
- Sign and date all claims.
- Attach the MRN to the claim and make sure that the MRN is clearly identified as Medicare, Medicare HMO, or Medicare Supplement on the claim form or MRN; include any explanations of the remark code(s).
- Make sure all attachments are on 8 1/2" x 11" paper.

If the participant is not Medicaid eligible for a certain date of service, do not enter those charges on the claim. Put a note on the front of the claim explaining that this is why the MRN does not match the claim.

### **2.11.6.7. Crossover Errors**

Occasionally, a claim from Medicare does not automatically crossover to Molina. This occurs when the Medicare and Medicaid participant numbers on file do not match. If a claim does not appear on the Medicaid remittance advice (RA) within four weeks after Medicare

payment, submit a claim to Medicaid for processing. Call Molina Provider Enrollment at 1 (866) 686-4272 to verify that all provider numbers are on file to allow for automatic crossover.

**Note:** Medicaid claims must be submitted within 365 days of the payment date of the Medicare EOB.

### **2.11.6.8. Resubmitting Crossover Claims**

Dually eligible claims returned to the provider for any reason by Medicare must be resubmitted as a claim. Attach the original claim and any other supporting documentation to a copy of the MRN. Be sure to include your provider number and the participant's Medicaid identification (MID) number.

The claim dates of service, billed amounts and the MRN must match. Occasionally, Medicare combines or splits claims to expedite processing. When this happens, change the Medicaid claim form to match the Medicare Remittance Notice. The services Medicare processes as a single claim under one claim number must match exactly the service billed on the claim submitted to Medicaid, with the exception as noted in the [Hospital](#) handbook section *Emergency/Observation Room Visit Exceeding Census Hour*.

Lab services are usually paid at 100 percent of the approved amounts. The claim total will differ from the total billed on the MRN if you do not bill these charges to Medicaid. A notation on a claim (**Field/Box 19** of the CMS-1500 claim form) stating that the lab charges were paid reduces the chance of a claim being returned in error.

**Note:** Providers who qualify for Medicare payment but have not applied to Medicare must register their National Provider Identifier (NPI) with Medicare and bill Medicare before billing Medicaid for all Medicare-covered services.

### **2.11.6.9. Medicare/Medicaid Crossover Inquiries**

For inquiries regarding Medicare/Medicaid crossover claims, write or call the related fiscal intermediary or carrier listed below.

#### **Part A Medicare:**

**Noridian Administrative Services**

**P.O. Box 6726**

**Fargo, ND 58108-6726**

Provider Number: 1 (866) 497-7857 or TTY Line 1 (866) 967-7902

Beneficiary Number: 1 (800) 633-4227

#### **Part B Medicare:**

**Noridian Administrative Services**

**P.O. Box 6701**

**Fargo, ND 58108-6701**

Provider Number: 1 (877) 908-8431 or TTY Line 1 (877) 261-4163

Beneficiary Number: 1 (800) 633-4227 or TTY/TDD Line 1 (877) 486-2048

#### **DME Jurisdiction D:**

**Noridian JD DMEP.O. Box 6727**

**Fargo, ND 58108-6727**

Provider Number: 1(877) 320-0390

Participant Number: 1(800) 633-4227

## **2.11.7. Injury Liability**

All claims submitted with a diagnosis indicating injury will be reviewed for possible liability recoveries. **Reminder:** All claims should be submitted to Medicaid within 365 days of the date of service or the start date if there is a range of dates of service.

### **2.11.7.1. Confirming the Facts of an Injury**

To prevent a claim from being denied for additional information on injuries, providers should submit letters of denials; maximums met, no liability, or other documentation, with the claim and include the following information with the claim:

- How the injury occurred
- Where the injury occurred (home, someone else's home, work, commercial property, auto, etc.)
- When the injury occurred
- Name and phone number of the attorney, if applicable

Indicate the information in **Field/Box 19** of the CMS-1500 claim form, or **Field/Box 80** of the UB-04 claim form. If the injury is not accident related, make note of this on the claim.

### **2.11.7.2. Injury Diagnosis**

If a claim has been denied because of an injury diagnosis, investigate all possible third party involvement. Contact the participant and request additional information about the circumstances of the injury.

To process injury diagnosis claims, include the following information.

- Date of injury
- How injury occurred
- Indicate No TPL if investigation reveals that there is no third party liability

Include all documentation regarding the injury with the claim or on the electronic claim record, even if there are several claims for the same injury. Claims are reviewed separately and each stands on its own merit.

If investigation reveals no third party liability or shows the claim is not accident related, resubmit the claim to Medicaid for reconsideration. Include information regarding attempts made to identify a third party or obtain accident information. The information must include that at least three attempts were made. Document the person(s) to whom the provider spoke and the date and time of the contacts. Indicate this information in **Field/Box 19** of the CMS-1500 claim form, or **Field/Box 80** of the UB-04 claim form. This information may also be listed in the first comment field of an electronic claim.

### **2.11.7.3. Litigation Cases**

When an injury claim is in litigation or it is suspected that it will enter litigation the provider must choose only one of the following two options:

#### **Option One:**

Submit the claim to Medicaid, provide all the accident details, and include the name of the attorney, if available. Medicaid will pay up to the allowed amount for the services billed. By accepting Medicaid payment the provider agrees to accept what Medicaid paid as payment in full.

The provider is prohibited from submitting those same charges for reimbursement in the litigation and cannot refund Medicaid and keep a payment they receive from the litigation action.

**Option Two:**

Pursue payment from the litigation action. If the provider elects to do so they also elect at that time to not pursue payment from Medicaid. Regardless of whether a settlement occurs or the settlement amount, the provider may not bill Medicaid or the Medicaid participant for those services.

**2.11.8. Third Party Recovery (TPR) Inquiries**

Send direct inquiries regarding TPR and insurance information to HMS.

HMS  
P.O. Box 2894  
Boise, ID 83701  
1 (208) 375-1132 or 1 (800) 873-5875

Provider representatives are available Monday through Friday from 8 A.M. – 5:30 P.M., MT, Monday – Friday excluding State holidays.