

## Section 2

### Behavioral Health

# Electronic CMS-1500 Claim Form Filing Instructions

[www.emomed.com](http://www.emomed.com).

Apply online via the [Application for MO HealthNet Internet Access Account](#) link, to utilize the internet for eligibility verification, electronic claim submissions, and RA retrieval. Each user is required to complete this online application to obtain a user ID and password. The application process only takes a few minutes and provides a real-time confirmation response, user ID, and password. Once the user ID and password has been obtained, the user can begin accessing the [www.emomed.com](http://www.emomed.com) website.

Users also have access to provider check amounts and the Claims Processing Schedule for the current fiscal year.

Any questions regarding the completion of the on-line Internet application, contact the MHD Help Desk at (573) 635-3559.

The screenshot shows the MO HealthNet Web Portal interface. It includes a navigation sidebar on the left with sections for 'External Links' (State of Missouri Web site, Department of Social Services, MO HealthNet Division) and 'Public News' (eNews). The main content area has a 'Welcome' banner with a photo of a healthcare worker and text: 'Welcome to the New MO HealthNet Web Portal. The complete source for all MO HealthNet Participant and Provider related services. Find everything you need from one convenient portal!'. Below this is an 'ERA Enrollment' section with a 'Click Here!' link. On the right, there is a 'Login' form with fields for 'User ID' and 'Password', a 'Login' button, and a warning message: 'WARNING! THIS SYSTEM CONTAINS GOVERNMENT INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES AS WELL AS CIVIL PENALTIES.' Below the login form is a 'Public Survey' section with a 'List of available surveys' link and an 'ICD-10 Readiness Survey' link. At the bottom right is a 'Clinical Scenarios' section with a 'Click Here!' link.

Home / eProvider

**External Links**

- State of Missouri Web site
- Department of Social Services
- MO HealthNet Division
  - Provider Information
  - Provider Enrollment Application
  - Participant Information

**eProvider News**

**eNews**

- 09/30/2015 ICD-10 MO HealthNet Provider Resources
- 08/31/2015 835 Posting Dates based on 370 EFT & ERA REASSOCIATION (CCD+/835) RULE
- 07/02/2015 HIPAA Compliant Remittance Advice Remark Codes (RARC) and Claim Adjustment Reason Code (CARC)
- 03/25/2015 Removing a User's Access to an NPI
- 03/24/2015 Requesting & Allowing NPI Access
- 03/24/2015 eMOMED Training and Assistance Utilities

**eProvider Welcome**

## Welcome to eProvider

- Claim Management**  
Submit new claims. View claim status. Void/Replace existing claims.
- Attachment Management**  
Submit new stand-alone attachments. View attachment status.
- Participant Eligibility**  
Verify participant eligibility.
- Prior Authorization Status**  
Check the prior authorization status for participants.
- Provider Communications Management**  
Send Your Inquiries...
- Participant Annual Review Date**  
View participant annual review dates.
- Nursing Home Management**  
Manage participants. Submit nursing home claims.
- File Management**  
Send and receive batch files. Print/View/Download Remittance Advice.
- Payment Information**  
View the payment information for the two most recent payments.
- Available Surveys**
- Provider Enrollment Status**  
Verify Provider Eligibility.

### Welcome to eProvider

### Select Claims Management

Select New Claim  
Select Medical (CMS 1500) form from the drop down list to begin a new claim.

eProvider | ePassport | Welcome, Rhonda | Log Out

Home / eProvider / Claim Management

### Claim Management

NPI: M492174503 - CORRECTIVE ACTION PAYMENT Loading...Please Wait.

Medical(CMS1500) *rch* **Results**

Outpatient(UB04)

Inpatient(UB04)

Dental

Pharmacy

Participant DCN:

Submitted Charges:

Dates of Service:  To

Claim Type:

Claim Status:

Submission Date:

Show My Claims Only

Home | Contact | Training | Search Center | Troubleshooting

Missouri Department of SOCIAL SERVICES

**NOTE:** An asterisk (\*) beside field numbers indicate required fields. These fields must be completed or the claim is denied. All other fields should be completed as applicable. Two asterisks (\*\*) beside the field number indicates a field is required in specific situations.

eProvider | ePassport | Welcome, Rhonda | Log Out  
Home / eProvider / Claim Management

Medical(CMS1500) Claim

Billing NPI: M492174503  
CORRECTIVE ACTION PAYMENT

**Claim Header Information**

**Participant Information**

Participant DCN \*      Participant Last Name \*      Participant First Name \*

Patient Account Number

**Service Information**

Referring Provider NPI      Hospitalization Dates      To

Service Facility Location      Service Facility Name

**Cause and Diagnosis Details**

Related Cause Codes      Last Menstrual Cycle Date      Diagnosis Codes \*

Save Claim Header    Reset

Save claim header to continue.

Submit Claim    Printer Friendly    Reset    Cancel

### Claim Header Information

Participant's DCN\*

### Instructions for completion

Enter the participant's eight-digit MO HealthNet Departmental Client Number (DCN) as shown on the participant's ID card.

Participant's Last Name\*

Enter last name as it appears on the participant's ID card.

Participant's First Name\*

Enter first name as it appears on the participant's ID card.

Patient Account Number

Enter the participant's account number used by the billing provider's office.

### Service Information

Referring Provider NPI

### Instructions for completion

Enter the referring physician's MO HealthNet National Provider Identifier (NPI) and Taxonomy code (if applicable). This field is required for independent laboratories and independent radiology groups and physicians

with a specialty of “30” (radiology/radiation therapy).

Hospitalization Dates

If services are provided in an inpatient hospital setting, enter the hospital From and To date of the hospitalization. Otherwise leave blank.

Service Facility Location

If billing for laboratory charges, choose the appropriate value. The referring physician may not bill for lab work that was referred out. If services were provided in the physician’s office/clinic please leave blank.  
The valid values are:  
77- Service Location

Service Facility Name

If services were rendered in a facility other than the home or office, enter the name of the facility. Otherwise, leave blank.

**Cause and Diagnosis Details**

**Instructions for completion**

Related Cause Codes

If services on the claim are related to participant’s employment, auto accident or other accident, chose the appropriate value. If the services are not related to an accident, leave blank.  
The valid values are:  
AA- Auto accident  
AB- Abuse  
AP- Another Party Responsible  
EM- Employment  
OA- Other accident

Last Menstrual Cycle Date

This field is required when billing global prenatal and delivery services. The date should reflect the last menstrual period (LMP).

Diagnosis Codes

Enter the complete diagnosis code(s) without decimals. The primary diagnosis in Field 1, the secondary diagnosis in Field 2, etc.

**Save Claim Header**

Select Save Claim Header tab to save the header information.

Reset / Cancel (claim header)

Select Reset or Cancel tab to clear all the data from the header.

Add Detail Line							
Detail Line Summary							Total Charges : 0.00
Line #	Date of Service	Place of Service	Procedure Code	Modifiers	National Drug Code	Billed Charges	Action
<b>Add Detail Line #1</b>							
Dates of Service *		Place of Service *					
10/01/2015 To 10/01/2015		[Dropdown]					
Procedure Code *			Modifiers				
[Text]			[Text] [Text] [Text]				
National Drug Code			Decimal Quantity (9999999.999)		Prescription Number		
[Text]			[Text]		[Text]		
Diagnosis Code *			Billed Charges *		Days/Units Billed *		
[- Select One -]			[Text]		[Text]		
Conditions			Performing Provider NPI				
<input type="checkbox"/> Emergency <input type="checkbox"/> EPSDT <input type="checkbox"/> Family Planning			[Text]				
Save Detail Line to Claim			Reset				

Save Detail Line to Claim to continue.

Submit Claim Printer Friendly Reset Cancel

**Add Detail Line Summary****Instructions for completion**

Date(s) of Service\*

Enter the From Date / To Date of Service.

Place of Service\*

Enter the appropriate place of service (POS) code for the services billed.

Note: Reference **program specific provider manuals** for appropriate POS codes.

The valid POS codes are:

- 03 Public Schools
- 04 Homeless Shelters
- 11 Office
- 12 Home
- 13 Assisted Living Facility
- 14 Group Home
- 21 Inpatient Hospital
- 22 Outpatient Hospital
- 23 Emergency Room Hospital
- 32 Nursing Facility
- 33 Custodial Care Facility
- 50 Federally Qualified Health Center (FQHC)
- 51 Inpatient Psychiatric Facility
- 52 Psychiatric Facility Partial Hospitalization
- 53 Community Mental Health Center
- 55 Residential Substance Abuse Trmt. Facility
- 56 Psychiatric Residential Treatment Center
- 57 Non-Residential Substance Abuse Trmt.
- 61 Comprehensive Inpatient Rehab Facility
- 62 Comprehensive Outpatient Rehab Facility
- 72 Rural Health Clinic (RHC)
- 97 Private/Parochial Schools
- 98 Schools
- 99 Other Unlisted Facility

Procedure Code*	Enter the appropriate procedure code.
Modifiers**	Enter the applicable modifier, if any, corresponding to the service rendered.
National Drug Code	Procedure Code (Current Procedural Terminology (CPT) / Health Care Procedure Coding System (HCPCS)) entered represents a drug, enter the precise National Drug Code (NDC) assigned to the product dispensed or administered as it appears on the package. Enter the 5-4-2 format, if the drug code on the package is not in 5-4-2 format, enter zeros in front of the numbers listed for each field. For example: NDC 45-143-20 is listed as 00045-0143-20.
Decimal Quantity	Procedure Code (CPT/HCPCS) entered represents a drug, enter the decimal quantity dispensed or used in administration, as follows:  Number of tablets dispensed, Number of grams for ointments or powders. Number of cc's (ml's) administered for solution products (ampule, I.V. bag, bottle, syringe, vial). Number of vials used containing powder for reconstitution. Immunizations and vaccines need to be billed by the ml/cc not by the dosed administered (ampule, I.V. bag, bottle, syringe, vial) Number of Kits administered 1 Kit = 1 unit (Implants, Pegasys, Copaxone)
Prescription Number	Procedure Code (CPT/HCPCS) entered represents a drug, enter the number assigned by the pharmacy, outpatient facility or physician's office or enter a sequential identification number in this field. If the billing provider chooses to use the patient account number, an additional unique identifying character must be added to identify different injections administered on the same date of service.



**Other Payer Attachment \***

Enter the Other Payer (insurance) information reported from the Other Payer Explanation of Benefits (EOB) or the Other Payer (insurance) Remittance Advice

The screenshot shows the 'Other Payers' form with a dropdown menu open for 'Filing Indicator \*'. The list includes: AM - Automobile Medical, BL - Blue Cross/Blue Shield, CH - Champus, CI - Commercial Insurance Co., DS - Disability, HM - Health Maintenance Organization, LI - Liability, LM - Liability Medical, OF - Other Federal Program, TV - Title V, VA - Veteran Administration Plan 2376 Refers to Veterans Affairs Plan, WC - Workers Compensation Health Claim, ZZ - Mutually Defined - Unknown, 09 - Self Pay, 10 - Central Certification, 11 - Other Non-Federal Programs, 12 - Preferred Provider Organization (PPO), 13 - Point of Service (POS), 14 - Exclusive Provider Organization (EPO), 15 - Indemnity Insurance, 16 - Health Maint Org Medicare Risk, MA-Medicare, MB-Medicare, and MC-MO HealthNet. To the right, the 'Payer Responsibility Sequence Number \*' dropdown is also visible, with options: P - Primary, S - Secondary, T - Tertiary, A - Payer Responsibility Four, B - Payer Responsibility Five, C - Payer Responsibility Six, D - Payer Responsibility Seven, E - Payer Responsibility Eight, F - Payer Responsibility Nine, G - Payer Responsibility Ten, and H - Payer Responsibility Eleven. The form also includes fields for 'Paid Date \*' and 'Remittance Advice Remark Codes'.

**Filing Indicator\***

Select the filing indicator that defines the other payer type.

This screenshot shows the 'Other Payers' form with the 'Filing Indicator \*' dropdown menu open, displaying the same list of indicators as the previous screenshot. The 'Payer Responsibility Sequence Number \*' dropdown menu is also open, showing the list of responsibility codes: P - Primary, S - Secondary, T - Tertiary, A - Payer Responsibility Four, B - Payer Responsibility Five, C - Payer Responsibility Six, D - Payer Responsibility Seven, E - Payer Responsibility Eight, F - Payer Responsibility Nine, G - Payer Responsibility Ten, and H - Payer Responsibility Eleven. Other visible fields include 'Other Payer ID \*', 'Other Payer Name \*', 'Paid Amount \*' (0.00), and 'Total Denied Amount \*' (0.00). Buttons for 'Save Other Payer Data and Manage Codes', 'Save Other Payer To Claim', 'Reset', 'Submit Claim', 'Printer Friendly', and 'Cancel' are also present.

**Payer Responsibility Sequence Number \***

Indicate which other payer processed the claim. Select primary, secondary, tertiary, etc.

**Other Payer ID\***

Enter the unique identifier of the other payer as provided on the other payer remittance advice. This field may contain numeric or alphanumeric data up to 20 characters in length.

**Note:** If not provided, use sequential numbering starting with one (1) for the first payer, two (2) for the second other payer, and etc.



**Note: The payer ID in the header must correspond to the payer ID in the detail.** For example, if payer has a payer ID of 1234 on the header, must also have a payer ID of 1234 on the detail.

Other Payer Name*	Enter the name of the Other Payer.
Paid Date*	Enter the date the other payer paid.
Paid Amount*	Enter the amount paid including decimals by the Other Payer.
Total Denied Amount**	Enter the <b>total</b> denied amount including decimals processed by the Other Payer.
Remittance Advice Remark Codes	Enter the Health Insurance Portability and Accountability Act (HIPAA) approved X12 remittance remark code reported for this claim on the remittance advice or claim status response received from the other payer.
Payer at Header Level (checkbox)	Check the box if the other payer is at the header level.
Save Other Payer Data and Manage Codes	Select Save Other Payer Data to Claim to save the <b>Header Summary</b> information.

The screenshot shows a web-based form titled "Add/Edit Group Code, Reason Code, Adjust Amount For This Payer". It features a table with the following columns: "Line Item(s)", "Claim Group Code", "Claim Adjustment Reason Code", "Adjustment Amount", and "Action". Below the table, there is a section for "Associated Line Items" with a checkbox and the number "1". There are three main input areas: a dropdown menu for "Claim Group Code" (with options like CO - Contractual Obligations, CR - Corrections & Reversals, OA - Other Adjustments, PI - Payer Initiated Reductions, PR - Patient Responsibility), a dropdown menu for "Claim Adjustment Reason Code", and input fields for "Adjustment Amount". At the bottom, there are buttons for "Save Codes to Other Payer" and "Reset".

**Note:** The next step is to complete the Group Code, Reason Code, and Adjust Amount for this Payer. The claim must still be submitted.

Associated Line Item (checkboxes)*	Select the appropriate checkboxes to enter the detail lines the other payer codes apply.
Claim Group Code*	Enter the HIPAA- approved X12 adjustment group code assigned by the other payer. If other payer does not use HIPAA- approved

adjustment group codes, you must determine which approved code would be appropriate to submit.

**Note:** Each adjustment **group code** should be entered if multiple adjustment group codes are reported on the Explanation of Benefits (EOB) or Remittance Advice (RA).

**Note:** Other Payer adjustments reported to the claim’s **total billed** amount at the **header level (one total sum)** must be reported on the Other Payer Header.

**Note:** Other Payer adjustments reported to the claim’s **detail line** billed amounts must be reported on the **Other Payer Detail**.

**Note:** If **both** header and detail line level adjustments were made by the other payer, **both** the Other Payer Header and the Other Payer Detail must be completed.

ONLY approved Health Insurance Portability and Accountability Act (HIPAA) X12 codes are acceptable. These codes can also be found in the [HIPAA Related Code List](#) under the Quick Links at <http://www.dss.mo.gov/MHD>.

Claim Adjustment Reason Code\*      Other payer paper remittance advices do not show adjustment reason code for the deductible and coinsurance. Enter “**001**” for billing deductible and “**002**” for coinsurance. Part C-NON QMB paper remittance advices do not show adjustment reason code for the copay. Enter “**003**” for billing copay.

Adjustment Amount\*      Enter the **Adjustment Amount(s)**, including decimals, assigned on the claim by the other payer. The Adjustment Amount(s) is the amount that was NOT paid by the other payer, thus adjusting the reimbursement or covered amount from the submitted charge.

Save Codes to Other Payer      Select Save Codes to Other Payer to save the Codes to Other Payer information to the claim. Note: The claim must still be submitted.

Save Other Payer to Claim      Select Save Other Payer to Claim to save Other Payer to Claim information to the claim. Note: The claim must still be submitted.

Invoice of Cost (click to manage) [up/down arrows]  
Certificate of Medical Necessity (click to manage) [up/down arrows]  
Submit Claim Printer Friendly Reset Cancel

Invoice of Cost Attachment

Complete the Invoice of Cost attachment, If applicable.

**Invoice of Cost**  
Invoice of Cost Details Summary  
Line Item(s) Vendor Name Date of Invoice Action  
Add/Edit Invoice of Cost  
Claim Line Numbers Associated with Invoice \*  
 1  2  3  
Vendor/Supplier Name \* Date of Invoice \*  
Add/Edit Cost Details For This Invoice of Cost  
Cost Details Summary  
Item Description Unit Cost Total Cost Cost Type Action  
Add/Edit Cost Details  
Item Description \*  
Unit Cost \* Total Cost \* Cost Type \*  
 MSRP  Cost  
Save IOC Details Reset  
Save IOC to Claim Reset

Medical Necessity Attachment

Complete the Certificate of Medical Necessity attachment, if applicable.

**Certificate of Medical Necessity**  
Medical Necessity Summary  
Line Number/Procedure Code Description Reason Action  
Add/Edit Medical Necessity  
Line Number/Procedure Code \*  
- Select One -  
Description \*  
Reason \*  
Attending/Prescribing Provider Last Name \* Attending/Prescribing Provider First Name Prognosis  
Attending/Prescribing Provider NPI \* Provider Signature is on File \* Prescription Date \*  
 Yes  No  
Save Med Nec to Claim Reset  
Submit Claim Printer Friendly Reset Cancel

Submit Claim

Select Submit Claim to submit the claim.

Printer Friendly

Select Printer Friendly to open the claim in a printer friendly PDF format.

Reset

Select Reset to discard all of the previously entered medical claim information.

Cancel

Select Cancel to discard all of the previously entered medical claim information.

**Claim Status**

Claim received.  
 This claim has a status of K - To Be Denied, therefore some functions are not available.

**Claim Details**

Void Replacement Timely Filing Copy Claim View Claim Details Printer Friendly

Participant Details	Claim Data	Payment Details
Participant Name IMA PATIENT	ICN 4915326000950	Total Paid 0.00
Participant DCN 01010101	Claim Submission Date 11/22/2015	RA Date
	First Date Of Service 10/01/2015	Check Number
	Last Date of Service 10/01/2015	
	Claim Type MEDICAL	
	Bill Type	
	Total Charges 100.00	

  

Provider Details	Claim Status Details
NPI M492174503	Claim Status 33
Taxonomy Code	Category Code F0
	Entity Identifier Code
	Status Effective Date 11/22/2015
	Adjudication Date 11/22/2015

Claim Status

Processed claim has a status of K - to be **Denied**.  
 Processed claim has a status of I - to be **Paid**.  
 Processed claim has a status of C - **Captured** claim is still processing. (i.e. attachment, authorization, consultant review) This claim should not be resubmitted until it has a status of I or K.

Internal Control Number (ICN) Number

Each processed claim is assigned an ICN.

## Electronic CMS-1500 Medicare Professional Crossover Claim Form Filing Instructions

The screenshot shows the eProvider interface. At the top, there are tabs for 'eProvider' and 'ePassport', and a user greeting 'Welcome, Rhonda' with a 'Log Out' link. The main content area is titled 'eProvider Welcome' and features a central image of a doctor. To the left, there are two sidebars: 'External Links' pointing to Missouri state services and 'eProvider News' with a list of recent updates. The main area contains a grid of functional links, each with an icon and a short description of the service.

### Welcome to eProvider

### Select Claims Management

Select New Medicare Crossover Claim  
Select the appropriate crossover claim type  
from the drop down list to begin a new  
crossover claim.

**NOTE:** An asterisk (\*) beside field numbers indicates required fields. These fields must be completed or the claim is denied. All other fields should be completed as applicable. Two asterisks (\*\*) beside the field number indicates a field is required in specific situations.

### Claim Header Information

### Instructions for completion

**Note:** Previous instructions for the Claim Header Information apply to CMS-1500 Medicare Part B and Medicare Part C-QMB Professional claim with the addition of two required fields.

Participant Medicare ID (HIC)\*  
Health Insurance Claim Number

Enter the Medicare beneficiary identification number that consists of 9 numbers immediately followed by an alpha suffix.

Medicare Provider NPI\*

Enter the Medicare Provider NPI number used to bill this claim to Medicare.

**Add Detail Line Summary**

**Instructions for completion**

**Note:** Previous instructions for the Add Detail Line Information apply to CMS-1500 Medicare Part B and Medicare Part C- QMB Professional claim.

Performing Provider NPI\*

Enter the MO HealthNet Provider Identifier (NPI) / Taxonomy code (if necessary) of the Performing Provider for each detail line.

**Other Payer Attachment \*****Instructions for completion**

**Note:** Previous instructions for the Add Other Payer Header Summary Information apply to CMS-1500 Medicare Part B and Medicare Part C- QMB Professional claim.

Filing Indicator\*

Select the filing indicator that defines the type of other payer. For Crossover claims, at least one Other Payer Header Information form must be completed for Medicare with an **MB** (Medicare Part B) or **16** (Medicare Part C-QMB eligible participants only) in this field.

**Note:** Eligibility benefit of Insurance Type HN **with** QMB indicates Medicare Part C coverage (crossover claim).

**Note:** Eligibility benefit of Insurance Type HN **without** QMB indicates Medicare Part C coverage (coordination of benefits claims).

Paid Date\*

Enter the date Medicare payer paid.

**Note:** Medicare Part B and B of A claims should have at least one group, reason, or adjustment amount at the detail. These claims are paid off of detail only.

Remittance Advice Remark Codes

Enter the HIPAA approved X12 remittance remark code reported from this claim on the remittance advice or claim status response received from the other payer.

Payer at Header Level (checkbox)

Check the box if the other payer is at the header level.



Add/Edit Group Code, Reason Code, Adjust Amount For This Payer

Other Payer Detail Summary				
Line Item(s)	Claim Group Code	Claim Adjustment Reason Code	Adjustment Amount	Action
<b>Add / Edit Other Payer Detail Information</b>				
Associated Line Items *				
<input checked="" type="checkbox"/> 1				
Claim Group Code *		Claim Adjustment Reason Code *	Adjustment Amount *	
CO - Contractual Obligations		045		
PR - Patient Responsibility		001		
PR - Patient Responsibility		002		
- Select One -				
<input type="button" value="Save Codes to Other Payer"/>		<input type="button" value="Reset"/>		
<input type="button" value="Save Other Payer To Claim"/>		<input type="button" value="Reset"/>		

**Note:** If you select a **Group Code**, you must complete the **Reason Code** field and the **Adjustment Amount** field. If you do not have information to enter in these fields, this field should be blank. Adjustment amount of zero is acceptable when appropriate.

#### MEDICARE ONLY

Part B paper remittance advices do not show an adjustment **group code** for the deductible and coinsurance. Enter group code “**PR**” to report the deductible and coinsurance. Part C paper remittance advices do not show adjustment group code for the copay; enter group code “**PR**” to report the copay.

Claim Adjustment Group Code\*

Enter the HIPAA-approved X12 (Medicare) adjustment **group code** reported for this claim on the remittance advice.

Claim Adjustment Reason Code\*

Part B paper remittance advices do not show adjustment **reason** code for the deductible and coinsurance. Enter “**001**” for billing deductible and “**002**” for coinsurance.

Part C paper remittance advices do not show adjustment reason code for the copay. Enter “**003**” for billing copay.

Adjustment Amount\*

Enter the Adjustment Amount(s), including decimals, reported for this claim on the remittance advice or claim status response received from Medicare.

The Adjustment Amount(s) is the amount that was NOT paid by Medicare, thus adjusting the reimbursement or covered amount from the submitted charge.

The adjustment amount(s) reflects the difference between the submitted charge and the amount that was paid by Medicare.

When multiple adjustments are reported each adjustment amount should be entered as reported.

Example:

Submitted Charge \$100.00

Medicare Paid \$ 70.00

---

Adjustment Amt. \$ 30.00

Save Code to Other Payer

Select Save Code to Other Payer to save the Group code, Reason Code and Adjustment amount information.

Reset / Cancel  
(Other Payer Detail)

Select Reset/Cancel to clear all entered data from the Other Payer detail form.

Save Other Payer to Claim

Select Save Other Payer to claim to save the Other Payer claim dependent attachment.

Cancel  
(Other Payer Attachment)

Select Cancel to clear all unsaved data from the Other Payer Attachment.

**MEDICARE WITH OTHER PAYER (Insurance)** - An Other Payer form must be completed in addition to the Medicare related Other Payer form when there is **another payer** (supplemental insurance) involved.

Other Payers						
Header Summary						
Payer ID	Payer Name	Paid Date	Filing Indicator	Paid Amount	Action	
<b>Add/Edit Details</b>						
Filing Indicator *			Payer Responsibility Sequence Number *			
			S - Secondary			
Other Payer ID *	Other Payer Name *		Paid Date *			
2	Other Payer Name					
Paid Amount *	Total Denied Amount *		Remittance Advice Remark Codes			
0.00	0.00					
<input type="checkbox"/> Payer at Header Level						
Save Other Payer Data and Manage Codes						
Save Other Payer To Claim		Reset				

Add/Edit Group Code, Reason Code, Adjust Amount For This Payer

Other Payer Detail Summary				
Line Item(s)	Claim Group Code	Claim Adjustment Reason Code	Adjustment Amount	Action
<b>Add / Edit Other Payer Detail Information</b>				
Associated Line Items *				
<input checked="" type="checkbox"/> 1				
Claim Group Code *	Claim Adjustment Reason Code *	Adjustment Amount *		
OA - Other Adjustments	023			
CO - Contractual Obligations	045			
PR - Patient Responsibility	001			
PR - Patient Responsibility	002			
Save Codes to Other Payer		Reset		
Save Other Payer To Claim		Reset		

Claim Adjustment Group Code\*

Enter the HIPAA-approved X12 adjustment **group code** reported for this claim on the remittance advice or claim status response received from the Other Payer.

Claim Adjustment Reason Code\*

When billing supplemental insurance, you must use a **group code/reason code** such as OA/023 to report the Medicare Paid Amount. Enter the HIPAA codes assigned by the other insurer or determined to be appropriate such as CO/045 to show any amount that was not paid by the insurer. These amounts must be reported for the claim to process.

Adjustment Amount(s)\*

Enter the adjustment amount(s), including decimals, reported on the HIPAA compliant remittance advice. In the following example \$950.00 is the sum of the adjustment amount(s) for the other payer.

Example: Calculation of Other Payer Adjustment

Amount billed to Medicare	\$2000.00
Medicare Paid-	\$1000.00
<hr/>	
	\$1000.00
Other Payer Paid-	\$ 50.00
<hr/>	
Adjustment Amount	\$ 950.00

Payment by MO HealthNet, using the information provided above, and \$110.00 as the deductible amount is shown below.

Medicare deductible amount	\$110.00
Other payer paid-	\$ 50.00
<hr/>	
MO HealthNet payment amt.	\$ 60.00

Save Code to Other Payer	Select Save Code to Other Payer to save the Group code, Reason Code and Adjustment amount information.
Reset   (Other Payer Detail)	Select Reset to discard Claim Group Codes, Claim Adjustment Reason Codes and Adjustment Amounts which have not previously been saved.
Save Other Payer to Claim	Select Save Other Payer to claim to save the Other Payer claim detail summary.
Reset	Select Reset to discard all other payer information entered which has not been previously saved.
Cancel (Other Payer Attachment)	Select Cancel to clear all unsaved data from the Other Payer Attachment.
Submit Claim (tab)	Select Submit Claim to submit the claim.
Printer Friendly (tab)	Select Printer Friendly to open the claim in a printer friendly PDF format.
Reset	Select Reset to discard all of the previously entered medical claim information.
Cancel	Select Cancel to discard all of the previously entered medical claim information and go back to the Claim Management page.

## CMS-1500 Paper Claim Filing Instructions

The Centers for Medicare & Medicaid Services (CMS) -1500 (02-12) claim form should be legibly written or filled out electronically. The [Behavioral Health Provider Manual Section 15](#) details the paper claim filing requirements.

MO HealthNet Division (MHD) paper claims should be mailed to the following address:

MO HealthNet Division  
P.O. Box 5600  
Jefferson City, MO 65102

**NOTE:** An asterisk (\*) beside field numbers indicates required fields. These fields must be completed or the claim is denied. All other fields should be completed as applicable. Two asterisks (\*\*) beside the field number indicate a field is required in specific situations.

### Field number and name

### Instructions for completion

- |     |                                   |  |
|-----|-----------------------------------|--|
| 1.  | Type of Health Insurance Coverage | Show the type of health insurance coverage applicable to this claim by checking the appropriate box.   |
| 1a. | Insured's I.D.*                   | Enter the patient's eight-digit MO HealthNet DCN (Departmental Client Number) as shown on the patient's identification card.   |
| 2.  | Patient's Name*                   | Enter last name, first name, middle initial <i>in this order</i> as it appears on the patient's ID card.   |
| 3.  | Patient's Birth Date, Sex         | Enter month, day, and year of birth. Mark appropriate box.   |
| 4.  | Insured's Name**                  | If there is individual or group insurance besides MO HealthNet, enter the name of the primary policyholder. If this field is completed, also complete fields 6, 7, 11, and 13. If no private insurance is involved, leave blank. |
| 5.  | Patient's Address                 | Enter address and telephone number if available.   |

<u>Field number and name</u>	<u>Instructions for completion</u>
6. Patient Relationship to Insured**	Mark appropriate box if there is other insurance. If no private insurance is involved, leave blank.
7. Insured's Address**	Enter the primary policyholder's address; enter policyholder's telephone number, if available. If no private insurance is involved, leave blank.
8. Reserved for NUCC Use (National Uniform Claim Committee)	Leave Blank.
9. Other Insured's Name**	Enter other insured's full last name, first name, and middle initial of the enrollee in another health plan if it is different from that shown in Field Number 2. If no private insurance is involved leave blank. [See note (1)]
9a. Other Insured's Policy or Group Number**	Enter the secondary policyholder's insurance policy number or group number, if the insurance is through a group such as an employer, union, etc. If no private insurance is involved, leave blank. [See Note (1)]
9b. Reserved for NUCC Use	Leave Blank
9c. Reserved for NUCC Use	Leave Blank
9d. Insurance Plan Name**	Enter the other insured's insurance plan or program name.  <i>If the insurance plan denied payment for the service provided, attach a valid denial from the insurance plan.</i>  If no private insurance is involved, leave blank. [See Note (1)]
10a.-10c. Is Condition Related to:**	If services on the claim are related to patient's employment, auto accident or other accident, mark the appropriate box. <b>If the services are not related to an accident, leave blank.</b> [See Note (1)]

<b><u>Field number and name</u></b>	<b><u>Instructions for completion</u></b>
10d. Claim Codes (Designated by NUCC)	Leave Blank.
11. Insured's Group Policy or FECA Number**	Enter the primary policyholder's insurance policy number or group number, if the insurance is through a group, such as an employer, union, etc. If no private insurance is involved, leave blank. [See Note (1)]
11a. Insured's Date of Birth, Sex**	Enter primary policyholder's date of birth and mark the appropriate box reflecting the sex of the primary policyholder. If no private insurance is involved, leave blank. [See Note (1)]
11b. Other Claim ID** (Designated by NUCC)	Enter the "Other Claim ID". Applicable claim identifiers are designated by the NUCC.
11c. Insurance Plan Name or Program Name**	Enter the primary policyholder's insurance plan name.  <i>If the insurance plan denied payment for the service provided, attach a valid denial from the insurance plan. [See Note (1)]</i>
11d. Other Health Benefit Plan**	Indicate whether the patient has a secondary health insurance plan; if so, complete Field 9, 9a and 9d with the secondary insurance information. If no private insurance is involved, leave blank. [See Note (1)]
12. Patient's or Authorized Person's Signature	Leave blank.
13. Insured's or Authorized Person's Signature**	This field should be completed only when the patient has another health insurance policy. Obtain the policyholder's or authorized person's signature for assignment of benefits. The signature is necessary to ensure the insurance plan pays any benefits directly to the provider of MO HealthNet. Payment may otherwise be issued to the policyholder requiring the provider to collect insurance

<u>Field number and name</u>	<u>Instructions for completion</u>
	benefits from the policyholder.
14. Date of Current Illness, Injury or Pregnancy**	<i>This field is required when billing global prenatal and delivery services.</i> The date should reflect the last menstrual period (LMP).
15. Other Date	Leave blank.
16. Dates Patient Unable to Work	Leave blank.
17. Name of Referring Provider or Other Source**	Enter the name of the referring provider or other source. If multiple providers are involved, enter one provider using the following priority order: 1) referring provider; 2) ordering provider; 3) supervising provider.  <i>This field is required for independent laboratories and independent radiology groups and physicians with a specialty of “30” (radiology/radiation therapy).</i>
17a. Other ID Number**	The qualifier indicating what the number represents is reported in the qualifier field to the immediate right of 17a. The NUCC defines the following qualifiers used in 5010A1: OB State License Number 1G Provider UPIN Number G2 Provider Commercial Number LU Location Number (This qualifier is used for Supervising Provider only.)  <i>This field is required for independent laboratories and independent radiology groups and providers with a specialty of “30” (radiology/radiation therapy).</i>
17b. National Provider Identifier**	Enter the National Provider Identifier (NPI) number of the referring, ordering or supervising provider.



<u>Field number and name</u>	<u>Instructions for completion</u>
18. Hospitalization Dates**	If the services on the claim were provided in an inpatient hospital setting, enter the admit date. This field is required when the service is performed on an inpatient basis.
19. Additional Claim Information (Designated by NUCC)	Providers may use this field for additional remarks/descriptions.
20. Outside Lab**	If billing for laboratory charges, mark the appropriate box. The referring physician may <b>not</b> bill for lab work that was referred out.
21. Diagnosis*	Relate lines A- L to the lines of service in 24E by the letter of the line. Use the highest level of specificity. Do not provide narrative description in this field. Enter the diagnosis in the same order on all pages of claims with multiple lines. The International Classification of Diseases (ICD) indicator is not used.
22. Resubmission Code**	For timely filing purposes, if this is a resubmitted claim, enter the Internal Control Number (ICN) of the previous related claim or attach a copy of the original Remittance Advice indicating the claim was initially submitted timely.
23. Prior Authorization Number	Leave blank.
24a. Date of Service*	Enter the date of service under “from” in month/day/year format using the six digit format in the unshaded area of the field. All line items must have a from date. A “to” date of service is required when billing on a single line for subsequent physician hospital visits on consecutive days.  The six service lines have been divided to accommodate submission of both the NPI and another/proprietary identifier during the NPI transition and to accommodate the submission of supplemental information to support the billed service. The top area of the service lines is shaded and is the location for reporting

<u>Field number and name</u>	<u>Instructions for completion</u>
24b. Place of Service*	supplemental information. It is <b>not</b> intended to allow the billing of 12 lines of service.  Enter the appropriate place of service code in the unshaded area of the field.
24c. EMG-Emergency**	Enter a Y in the unshaded area of the field if this is an emergency. If this is not an emergency, leave this field blank.
24d. Procedure Code*	Enter the appropriate CPT or HCPCS code and applicable modifier(s), if any, corresponding to the service rendered in the unshaded area of the field. (Field 19 may be used for remarks or descriptions.)
24e. Diagnosis Pointer*	Enter A, B, C, D or the actual diagnosis code(s) from field 21 in the unshaded area of the field.
24f. Charges*	Enter the provider's usual and customary charge for each line item in the unshaded area of the field. This should be the total charge if multiple days or units are shown.
24g. Days or Units*	Enter the number of days or units of service provided for each detail line in the unshaded area of this field. The system automatically plugs a "1" if the field is left blank.  <u>Consecutive visits</u> —Subsequent hospital visits may be billed on one line if they occur on consecutive days. The days/units must reflect the total number of days shown in field 24a.
24h. EPSDT/Family Planning**	If the service is an EPSDT/HCY screening service or referral, enter "E." If the service is family planning related, enter "F." If the service is both an EPSDT/HCY and Family Planning service enter "B."

<u>Field number and name</u>	<u>Instructions for completion</u>
24L. ID Qualifier**	Enter in the shaded area of 24L the qualifier identifying if the number is a non-NPI. The other ID number of the rendering provider should be reported in 24J in the shades area.
24j. Rendering Provider ID**	The individual rendering the service is reported in this field.  Enter the NPI number of the provider in the unshaded area of the field.  This field is required for a clinic, radiology, teaching institution or a group practice only.
25. Federal Tax ID Number	Leave blank.
26. Patient Account Number	For the provider's own information, a maximum of 12 alpha and/or numeric characters may be entered here.
27. Assignment	Leave Blank.
28. Total Charge*	Enter the sum of the line item charges.
29. Amount Paid	Enter the total amount received by all other insurance resources. <b>Previous MO HealthNet payments, Medicare payments, cost sharing and co-pay amounts are not to be entered in this field.</b>
30. Reserved for NUCC Use	Leave Blank.
31. Provider Signature	Leave Blank.
32. Service Facility Location Information**	If the services were rendered in a facility other than the home or office, enter the name and location of the facility.  This field is required when the place of service is other than home or office.

<u>Field number and name</u>	<u>Instructions for completion</u>
32a. NPI Number**	Enter the NPI number of the service facility location reported in field 32.
32b. Other ID Number**	Enter number.
33. Provider Name/ Number /Address*	Affix the billing provider label or write or type the information <b>exactly</b> as it appears on the label.
33a. NPI Number*	Enter the NPI number of the billing provider listed in field 33.
33b. Other ID Number**	Enter number.

\* These fields are mandatory on all CMS-1500 claim forms.

\*\* These fields are mandatory only in specific situations as described.

(1) NOTE: This field is for private insurance information only. If no private insurance is involved, **leave blank**. If Medicare, MO HealthNet, employers name or other information appears in this field, the claim will deny. See Section 5 of the MO HealthNet *Provider's Manual* for further TPL (Third Party Liability) information.

