



Reducing Unprocessable Claims

3/25/2025

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Today's Presenters

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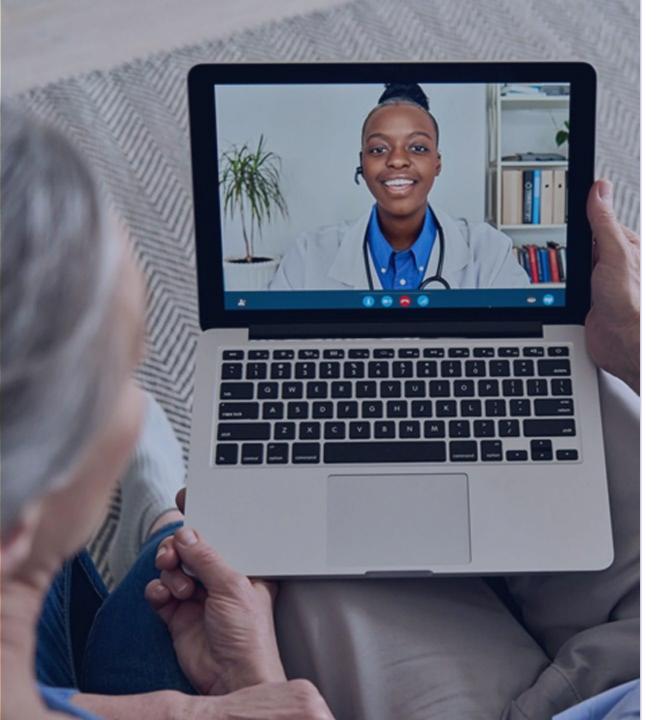


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Objective

After today's session, you'll understand the importance of submitting a claim the first time with all the required facts for NGS to process the claim.





Agenda

- <u>Claim Requirements</u>
- <u>Reducing Claim Rejections for Beneficiary Eligibility</u>
- <u>Reducing Claim Rejections for Provider Information and</u>
 <u>Data</u>
- <u>Reducing Claim Rejections for Clinical Laboratory</u>
 <u>Improvement Amendment</u>
- <u>Reducing Claim Rejections for Missing Billed Charges</u>
- <u>Reducing Claim Rejections for Missing Documentation</u>
- <u>Reducing Claim Rejections for Drug Name Strength and Dosage</u>
- <u>Reducing Claim Rejections for Date Last Seen by Attending</u>
 <u>Physician for Routine Foot Care</u>
- <u>Reducing Claim Rejections for Place Where Services are</u> <u>Rendered</u>
- <u>Reducing Claim Rejections for Services Not Payable Under</u> <u>NGS Jurisdiction</u>
- <u>Reducing Claim Rejections for CPT and HCPCS Codes and</u> <u>Modifiers</u>





Claim Requirements

Claim Requirements

- If claims do not conform to NGS specifications, they will be returned
- NGS' initiative is to reduce the number of unprocessable claims
- Goal is to get your claims accurately processed the first time





Unprocessable Claims

- Information is
 - Invalid
 - Missing
 - Insufficient
 - Incomplete
- Claims will be rejected
- Must submit a new claim
- No appeal rights granted

- Methods for rejection
 - Remittance advice shows an MA130
 - Additional remark code used to identify the error
- Paper claims are screened
 - Form letter sent back indicating the error
- Electronic claims
 - Fall initial edits





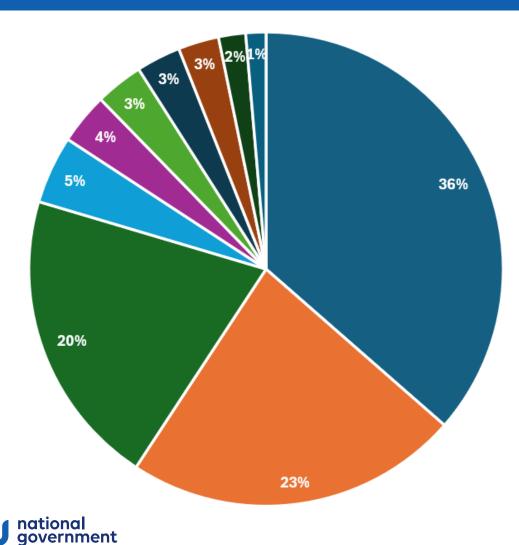
Remittance Example and References

Code	Description
CO-16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Additional information is supplied using remittance advice remarks codes. Note: Refer to the 835 Healthcare Policy Identification Segment (Loop 2110 Service Payment Information REF)
MOA Code MA27	Missing, incomplete or invalid entitlement number or name shown on the claim submitted
WPC References	 X12 Claim Adjustment Group Codes Remittance Advice Remark Codes Reference Claim Adjustment Reason Code Reference





Q4 2024 J6 and JK Claim Rejection Data



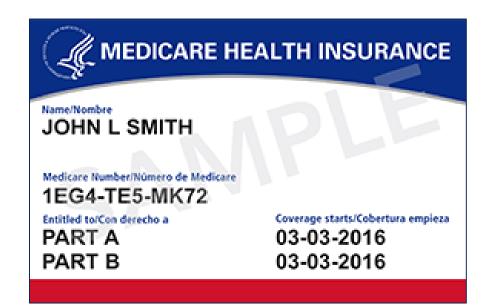
- 36% Patient identifier and RRB
- 23% Group, rendering and ordering
- 20% HCPCS/CPT and modifiers
- 5% Drug name strength and dosage
- 4% No charge indicated
- 3% Not NGS Jurisdiction
- 3% Missing date last seen and attending physician NPI for routine foot care
- 3% CLIA certification
- 2% Missing documentation
- 1% Invalid place where services were furnished



Reducing Claim Rejections for Beneficiary Eligibility (36%)

Beneficiary Eligibility

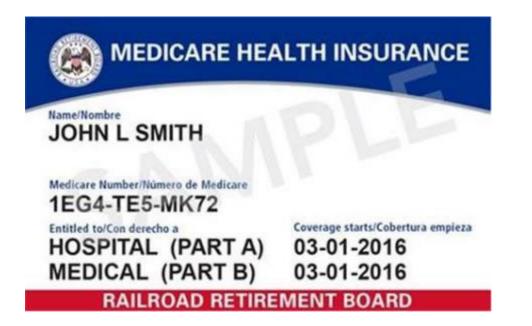
- PR-31
 - Name or MBI was incorrect or missing
 - Date of death precedes date of service
 - Expenses incurred prior to coverage or after coverage terminated
 - Not covered by Medicare at time patient received services







Railroad Retirement Board Eligibility



- N105
- Misdirected claim for RRB beneficiary
- Submit claims to the RRB carrier
 - Palmetto GBA P.O. Box 10066 Augusta, GA 30999 866-749-4301





Medicare Advantage Eligibility

- OA-109
 - Yearly open enrollment
 - Usually October 15th–December 7th
- Private health plans for members' health care and claims must be sent to MA plan
- Screen beneficiaries
- Provider self service
 - NGSConnex





NGSConnex Beneficiary Eligibility Verification Requirements

- Four beneficiary data elements required
 - Last name
 - First name or initial
 - MBI
 - Date of birth

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			🕀 Printable View
Beneficiary Eligibility	Beneficiary Eligibility		
Part B Deductibles			
Medicare Advantage	Beneficiary Information		
Medicare Secondary Payer 🥝	Medicare Number	Last Name	First Name
Crossover	2DN		1481
Qualified Medicare Beneficiary	MBI Term Date	Date of Birth	Date of Death
Home Health Plan 🥝		12	
Hospice Ø	Sex	Address Line 1	Address Line 2
Inpatient/SNF Spell History 🥝	Female	PO BOX	
End Stage Renal Disease 🥝			
Preventive Services	City	State	Zip
COMP. 10 Varcine	MINNEAPOLIS	MN	55405





Steps to Successfully Check Eligibility

- Collect all insurance data from beneficiary
- <u>NGSConnex</u>
- Effective 11/18/2024, the beneficiary eligibility lookup function has been disabled on the IVR





Reducing Claim Rejections for Provider Information and Data (23%)

Ordering and Referring Provider Information

- N264, N265, N285, N286 provider name and NPI
 - Provider who orders item or services
 - Provider who requests an item or service
 - Clinical laboratories
 - Diagnostic imaging
- Missing, incomplete or invalid provider identifier
 - Line items 17 and 17b or electronic equivalent
 - No nick names
 - First and last name as it appears in PECOS
 - Ordering = DK
 - Referring = DN
 - Supervising = DQ



Item No.	Claim Description	Loop	Field	Data Element Description	Requirements
			NM103 (DN)	Referring provider last name	
		2310A	NM104	Referring provider first name]
	Name of Referring		NM105	Referring provider middle name	Required if claim involved a referral or services were ordered.
	physician or other source		NM103 (DN)	Referring provider last name	When reporting the provider who ordered services such as diagnostic and lab utilized the Referring Provider Name (2310/
17		2420F**	NM104	Referring provider first name	loop at the claim level. Required if a service or supply was ordered by a provider and that provider is a different entity that
			NM105	Referring provider middle name	the rendering provider for this service line. When a claim involves multiple referring and/or ordering physicians, a separa
1			NM103 (DK)	Ordering provider last name	claim must be billed for each ordering inforcering physician.
	Name of Ordering physician	2420E	NM104	Ordering provider first name	1
			NM105	Ordering provider middle name	1
17a	Other ID number of Referring physician				
17b	NPI	2310A	REF02 (1C)	Referring provider primary ID	
	REF02 (1C) (1C)			Enter "XX" in the NM108 to indicate an NPI is present in the	
			Ordering provider primary ID	NM109. Enter the NPI of the referring/ordering physician liste Item 17	





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Rendering and Billing Provider Information

- Individual or Organization billing provider data
 - Type 1 (Individual)
 - Type 2 (Organization)
- Medical group or other entity entitled to bill and receive payment for physician services
 - Each physician/NPP rendering services under the group will be identified in 24J
- Line Item 33 or electronic equivalent
 - Billing provider



Steps to Successfully Check Provider Data

- <u>Data Files for Ordering and</u> <u>Referring</u>
- <u>National Plan & Provider</u> <u>Enumeration System</u>
- <u>Medicare Place of Service</u> <u>Code Set and Descriptions</u>
- <u>CMS-1500 Claim Form</u>
- <u>Medicare Part B CMS-1500</u> <u>Crosswalk for 5010 Electronic</u> <u>Claims</u>





Reducing Claim Rejections for Clinical Laboratory Improvement Amendment (3%)



Clinical Laboratory Improvement Amendments

- Quality standard for laboratory testing to ensure accuracy, reliability and timeliness of patient test results
- Different types of waivers are available
 - Effective for two years
- Some CLIA waived tests required modifier QW
 - Item 24D right of CPT/HCPCS code
- Enter ten-digit CLIA number for laboratory services billed by an entity performing CLIA-covered procedures
 - Item 23 or electronic equivalent



Steps to Successfully Check CLIA Information

- <u>Clinical Laboratory Fee</u> <u>Schedule</u>
- <u>Clinical Laboratory</u> <u>Improvement Amendments</u> (CLIA)
- <u>CMS IOM Publication 100-04,</u> <u>Medicare Claims Processing</u> <u>Manual, Chapter 16</u>





Reducing Claim Rejections for Missing Billed Charges (4%)

Invalid Charges

- Each line submitted should have valid charge
- If there are no cents in charge amount, enter 00
- Codes with zero-charge used for reporting purposes may be billed with a 0.01
- Total charges in line Item 24F or electronic equivalent
- Multiple claim forms with "continued" or "see next page" or single total in Item 28 for multiple claim forms will be returned as unprocessable



EALTH INSURANCE CLAIM FORM				
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Steps to Successfully Check Billed Charges

- <u>CMS-1500 Claim Form</u> <u>Completion Instructions</u>
- <u>Medicare Part B CMS-1500</u> <u>Crosswalk for 5010 Electronic</u> <u>Claims</u>





Reducing Claim Rejections for Missing Documentation (2%)

Additional Documentation Requests

- NGS may need to analyze claims to determine compliance
 - Any claim submitted may be selected for review
- ADR letters will be generated
 - NGS may require clarification or documentation
 - If documentation is not submitted, claim rejects as unprocessable
- Each ADR will include
 - Contractor requesting the medical documentation
 - Services in question
 - Reason for the request
 - Which records are being requested
 - Date records are due
 - How and where to submit your records





Ways to Respond to ADRs

- Utilizing Paperwork Segment and esMD
 - Use one PWK Medicare Fax/Cover Sheet for each electronic claim documentation
 - Send the additional documentation after the claim has been electronically submitted with the PWK segment
 - Medicare JK Part B PWK Fax/Mail Cover Sheet
 - Medicare J6 Part B PWK Fax/Mail Cover Sheet
- Electronic Submission of Medical Documentation
 - Any provider who would like to electronically submit medical documentation may either
 - Build a gate
 - Procure gateway services
 - <u>Electronic Submission of Medical Documentation (esMD)</u>
- NGSConnex
 - See the <u>NGSConnex User Guide</u>





Ways to Respond to ADRs

• Fax

- Some NGS ADR letters will contain specific fax numbers based on the department requesting the documentation
- Submission to an incorrect fax number will delay claim processing
- Verify the fax number used matches the fax number on the ADR letter
 - NOTE: If a fax number is not included in the ADR letter, then faxing the documentation is not allowed
- U.S. Mail, FedEx, UPS
 - A direct mailing address is included in all ADR letters
 - Send the original ADR with the requested documentation
 - Retain a copy of the ADR letter
 - Only send the requested documentation





Claim Additional Development Requests

- Common situations that would require additional documentation to process a claim
 - NOC codes or unlisted codes
 - Modifier 22 Unusual Services
 - Modifier 52 Reduced Services
 - Modifier 53 Discontinued Services
 - Modifier 62 Co-surgery
 - Modifier 66 Team Surgery
- Check NGSConnex
- Consider the Electronic Claims Attachments 275/277
 - <u>Benefits of 275 Electronic Attachment</u>
 - Benefits of 277 Electronic Attachment



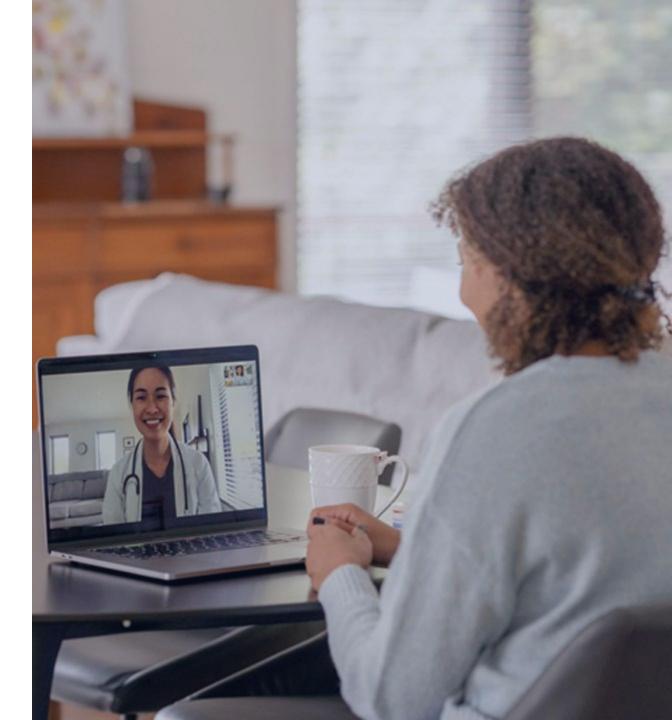


Steps to Successfully Provide Required Documentation

Additional Development Request Letters Guide

- <u>Ways to Respond</u>
- <u>Claim Additional Development Requests</u>
- MR TPE Additional Development Requests
- Other Audit Contractor Additional
 Development Requests
- Overpayments Due to Contractor Audit <u>Reviews</u>
- EDI Solutions Benefits of Electronic Attachments ANSI 275
- EDI Solutions Benefits of the 277 RFI ANSI 277





Reducing Claim Rejections for Drug Name Strength and Dosage (5%)

Drug Name, Strength and Dosage

- When billing drugs or biologicals, name, dosage and invoice price must be entered in line item 19 of CMS-1500 paper claim form or electronically <u>Medicare Part B</u> <u>CMS-1500 Crosswalk for 5010</u> <u>Electronic Claims</u> in loop 2300/2400, NTE field
- Example of how the information should appear in notes section of claim
 - Drug: Liorseal
 - Dosage: 80,000 MCG
 - Invoice Price: \$2,376.37



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Steps to Successfully Check Drug Name Strength and Dosage

- Medicare Part B Drug Coverage
- <u>CMS IOM Publication 100-04,</u> <u>Medicare Claims Processing</u> <u>Manual, Chapter 17, Drugs and</u> <u>Biologicals</u>
- <u>Unlisted Codes for Drugs and</u> <u>Biologicals (J3490, J3590 and</u> <u>J9999)</u>
- <u>CMS-1500 Claim Form Completion</u>
 <u>Instructions</u>
- <u>Medicare Part B CMS-1500</u> <u>Crosswalk for 5010 Electronic</u> <u>Claims</u>





Reducing Claim Rejections for Date Last Seen by Attending Physician for Routine Foot Care (3%)

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Date Last Seen and Attending Physician

• Routine foot care

- CPT/HCPCS G0127, 11055, 11056, 11057, 11719, 11720 and 11721
- Certain conditions require a patient to be under the care of a primary physician
 - Claims must indicate the date last seen and NPI of attending physician
 - Line item 19 or electronic equivalent
- Systemic condition modifiers: Q7, Q8 or Q9



Steps to Successfully Check LCDs

- Referral, DLS and NPI of attending physician requirements
 - <u>CMS-1500 Claim Form</u> <u>Completion Instructions</u>
- Routine foot care L33636/A57759
 - Local Coverage Determinations





Reducing Claim Rejections for Place Where Services are Rendered (1%)

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Place of Service

- Provide place where services are rendered
- Complete name, address, ZIP code where services were furnished
 - Hospital
 - Clinic
 - Laboratory
 - Patient's home
 - Physician's office
 - Diagnostic tests subject to antimarkup
- Line Item 32 or electronic equivalent



Steps to Successfully Check Place of Service

- <u>Medicare Place of Service</u>
 <u>Code Set and Descriptions</u>
- <u>CMS-1500 Claim Form</u>
- <u>Medicare Part B CMS-1500</u> <u>Crosswalk for 5010 Electronic</u> <u>Claims</u>





Reducing Claim Rejections for Services Not Payable Under NGS Jurisdiction (3%)

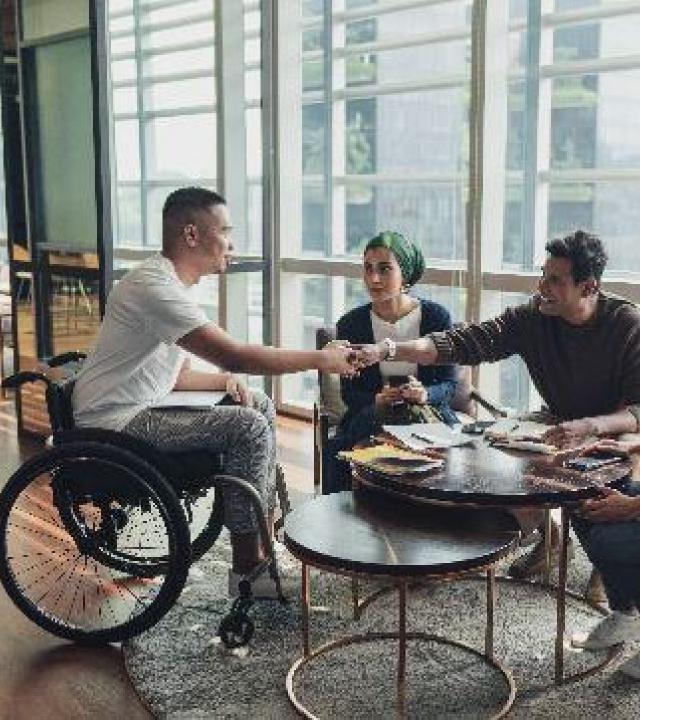
Place Where Services are Rendered

- Line item 32
 - If services were furnished in hospital, clinic, laboratory or any facility or physician's office, enter the name, address and ZIP code where the patient received care
 - Only one name, address and ZIP code may be entered in the block
 - P.O. Box is not acceptable
 - Do not include telephone numbers, commas, periods or other punctuation in address
 - Enter a space between city and state postal code
 - Provider must be enrolled in MAC for location from which they perform service



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Durable Medical Equipment MAC

- Durable medical equipment, prosthetics, orthotics and supplies (DMEPOS)
 - HCPCS code and modifier combinations
 - Example HCPCS A, B, E, J, K, L, Q and V
 - Part B services processed by DME Regional Contractors
 - Item 24D on CMS-1500 or the electronic equivalent
- Do not send these claims to NGS Medicare



Steps to Successfully Check Jurisdictions

- Know what codes are billable to DME MAC
- DME MAC Jurisdiction A
 - CT-MA-ME-NH-NY-RI-VT
- <u>DME MAC Jurisdiction B</u>
 - IL-MN-WI
- <u>CMS IOM Pub 100-04, Medicare</u> <u>Claims Processing Manual,</u> <u>Chapter 12-</u> <u>Physicians/Nonphysician</u> <u>Practitioners</u>





Reducing Claim Rejections for CPT and HCPCS Codes and Modifiers (20%)



Have Current Code Books

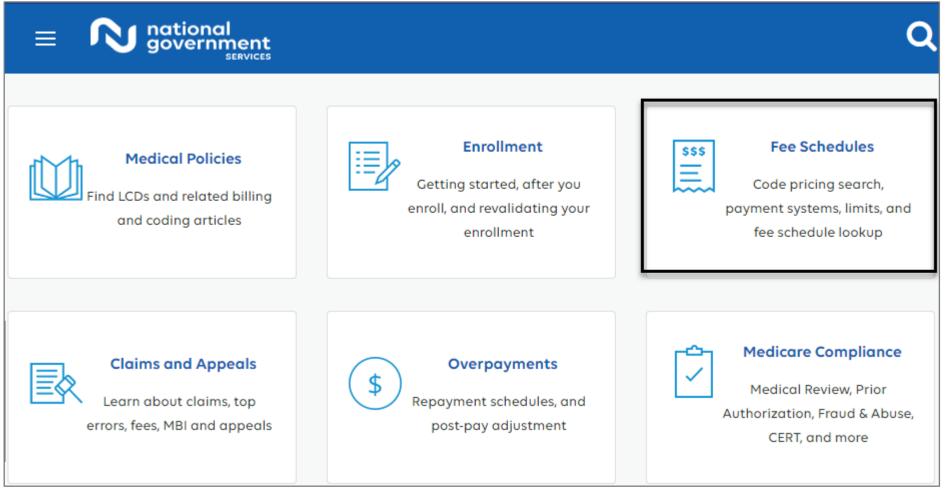
• CPT

- Numeric coding system that describes the services and procedures provided by a physician
- HCPCS
 - Alpha numeric coding system used by a physician to report services
- ICD-10-CM code books
 - Used to select appropriate diagnosis codes



Medicare Physician Fee Schedule

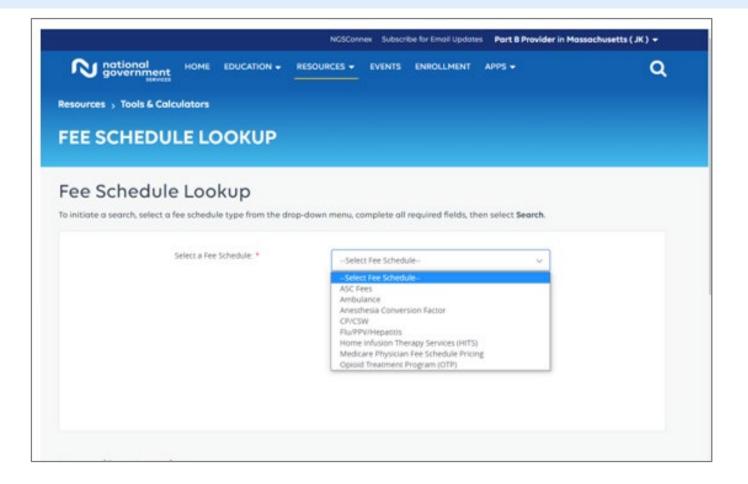
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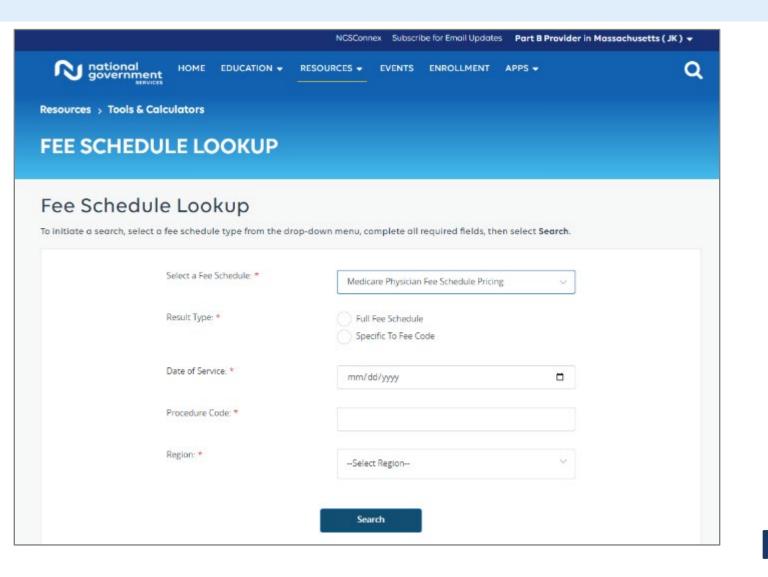
Fee Schedule Lookup – Types







Fee Schedule Lookup







Fee Schedule Lookup – Regions

Connecticut Ilinois (area 12) Ilinois (area 15) Ilinois (area 16)
llinois (area 15)
linois (area 16)
llinois (area 99)
Maine (area 03)
Maine (area 99)
Aassachusetts (area 01)
Aassachusetts (area 99)
Ainnesota
New Hampshire (area 40)
New York (area 01)
New York (area 02)
New York (area 03)
New York (area 04)
New York (area 99)
Rhode Island (area 01)
/ermont (area 50)
Visconsin
-Select Region
i teoropi





Locality/Area and County Information

IL	MA	ME	NY
12-Bond, Calhoun, Clinton, Jersey, Macoupin, Madison, Monroe, Montgomery, Randolph, St. Clair, Washington locality Payment Jurisdiction	01-Middlesex, Norfolk and Suffolk	03-York and Cumberland	01-Manhattan
15-DuPage, Kane, Lake, Will	99- All other Counties	99-All other Counties	02-Bronx, Brooklyn, Nassau, Rockland, Staten Island, Suffolk, Westchester
16-Cook			03-Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Sullivan, Ulster
99-All other Counties			04-Queens
			99-All other Counties





Fee Schedule Example

Fee Schedule Lookup

To initiate a search, select a fee schedule type from the drop-down menu, complete all required fields, then select Search.

Note: If your search does not display the fee schedule or effective date (range) you enter, access the CMS website to view and download National Fee Schedules.

Select a Fee Schedule: *	Medicare Physician Fee Schedule Pricing	~
Result Type: *	Full Fee Schedule	
	O Specific To Fee Code	
Date of Service: *	11/19/2024	
Procedure Code: *	33535	
Region: *	Massachusetts (area 01)	~





Fee Schedule Pricing Files

Medicare Phys	ician Fee Sched	ule Pricing Fee Sch	edule				
Procedure Code	Effective		tate/Territory	Locality	S	nort Description	
33535	03/09/202	4 14	4212	01	Ca	Cabg arterial three	
		Non-OPPS	Capped Payment I	Rates (NON-OPPS)			
Modifier	NON FAC PAR	NON FAC NON PAR	NON FAC LC	FAC PAR	FAC NON PAR	FAC LC	
(Details)	2525.46	2399.19	2759.07	2525.46	2399.19	2759.07	





Database Policy Indicators

	Non-OPPS Capped Payment Rates (NON-OPPS)								
	Modifier	NON FAC PAR	NON FAC NON PAR	NON FAC LC	FAC PAR	FAC NON PAR	FAC LC		
FEES	(Details)	2525.46	2399.19	2759.07	2525.46	2399.19	2759.07		
		Modifier Selected: (blank)							
	Status	Conversion Factor	Update Factor	Work F	N/N	FAC PE RVU	NON FAC PE RVU		
Payment	A	33.2875	1.0000	44.75		16.48	16.48		
alculation	Malpractice RVU	Work GPCI	Practice GPCI	Malpra	actice GPCI	Reduced Therapy Amt	Endoscopic Base		
	10.64	1.042	1.197	0.894		0.00			
	Global Surgery	Facility Pricing	PC/TC	Preope	erative Percentage	Interoperative Percentage	Postoperative Percentage		
Policy	090	1	0	09.009	6	82.00%	09.00%		
ndicators	Multiple Surgery	Bilateral Surgery	As	sistant At Surgery	Two Surg	eons T	eam Surgery		
	2	0	2		0	0)		







Policy Indicators

- Procedure status indicators
- Global surgery
- Facility pricing
- Preoperative
- Interoperative
- Postoperative
- Multiple surgery
- Bilateral surgery
- Assistant at surgery
- Two surgeons
- Team surgery
- Use References: <u>Fee Schedule Lookup Details</u>







Not Otherwise Classified or Unlisted Codes and Documentation

- An unlisted code represents an item, service, or procedure for which there is no specific CPT or Level II alphanumeric HCPCS code
- Unlisted codes should be reported only if no other specific codes adequately describe the procedure or service
- Consider finding a CPT code that best describes service/procedure using the reduced service modifier 52
- Service/procedure(s) should be adequately documented in your medical record and submitted with each claim
 - Paper or electronic media claims
- Medicare allowable amounts are not established; therefore, allowance is based on the supporting documentation





Modifiers

- Two types of modifiers in MCS
 - CPT numeric
 - HCPCS letter and numeric
- Pricing modifiers
 - First field
- Statistical/informational modifiers
 - Second field
- Always enter pricing modifiers before statistical/informational modifiers





Modifiers – List Not All Inclusive

- Pricing Modifiers
 - Anesthesia modifiers
 - AA, AD, QK, QW, QX, QY, QZ
 - Assistant at surgery modifiers
 - AS, 80, 81, 82
 - Diagnostic modifiers
 - CT, FX, TC, 26
 - Evaluation and management
 - 24, 25, 57
 - Surgery modifiers
 - 50, 62, 66, 73, 74, 78
 - Shared care
 - 54,55

- Statistical/informational modifiers
 - Coronary artery modifiers
 - LC, LD, LM, RC, RI
 - Eye lid modifiers
 - E1, E2, E3, E4
 - Finger modifiers
 - FA, F1, F2, F3, F4, F5, F6, F7, F8, F9
 - Toe modifiers
 - TA, T1, T2, T3, T4, T5, T6, T7, T8, T9
 - Side of body modifiers
 - LT, RT





Steps to Successfully Check CPT/HCPCS

- <u>MPFS available on our Fee Schedule</u> <u>Lookup page</u>
- <u>Fee Schedule Assistance</u>
- <u>CMS IOM Publication 100-04, Medicare</u> <u>Claims Processing Manual</u>
 - <u>Chapter 23 "Fee Schedule Administration and</u> Coding Requirements"
 - <u>Chapter 26 "Completing and Processing Form</u> <u>CMS-1500 Data Set"</u>
- Unlisted and Not Otherwise Classified
 <u>Procedure Codes</u>
- <u>Education > Medicare Topics</u> > Billing
- <u>Education > Manuals and Guides ></u> <u>Medicare Part B 101 Manual</u>





Claim Reminders

- Resubmit, redetermination or reopen
- Resubmit
 - Unprocessable denials
- Redetermination
 - Medical necessity claim denials
- Reopen
 - Minor clerical errors or omissions
- Reopenings for Minor Errors and Omissions

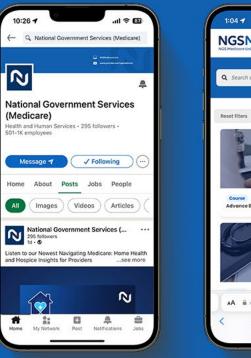




Questions?

Thank you!







Connect with us on social media



YouTube Channel **Educational Videos**

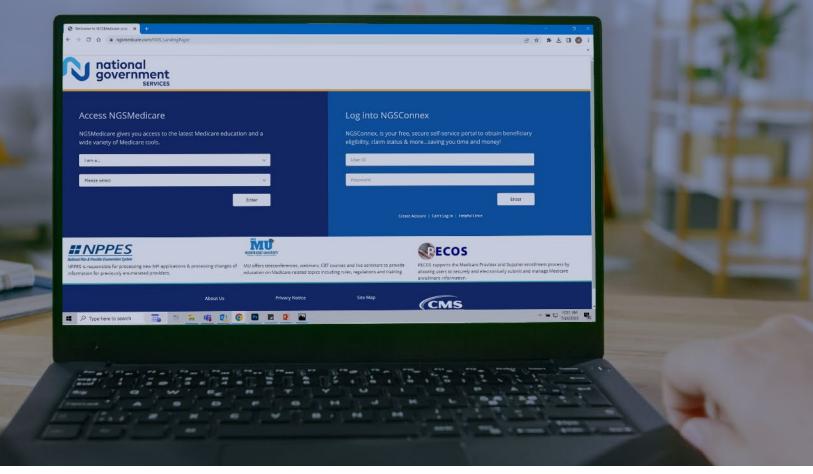








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LCD/NCD, and tools



IVR System

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



NGSConnex Web portal for claim information



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