



Reducing Unprocessable Claims

9/10/2024

Closed Captioning: Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.





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Today's Presenters

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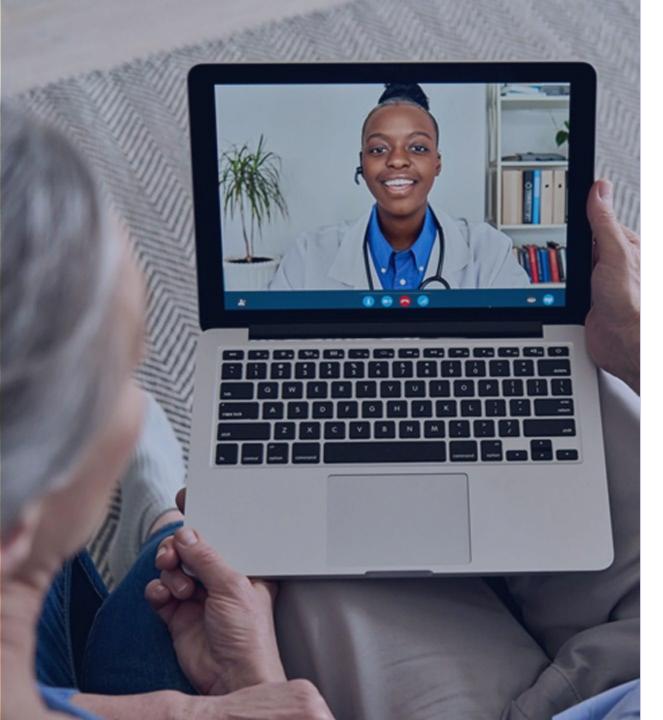


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Objective

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 Data</u>
- <u>Reducing Claim Rejections for MSP and Non-MSP Claims</u>
- <u>Reducing Claim Rejections for Absent Therapy Referral</u> and Therapy Modifiers
- <u>Reducing Rejected Claims for Laboratory Codes</u>
- <u>Reducing Claim Rejections for Date Last Seen by</u> <u>Attending Physician for Routine Foot Care</u>
- <u>Reducing Claim Rejections for Services Not Payable</u> <u>Under NGS Jurisdiction</u>
- <u>Reducing Claim Rejections for Missing Billed Charges</u>
- <u>Reducing Claim Rejections for CPT and HCPCS Codes</u>
 <u>and Modifiers</u>
- <u>Reducing Claim Rejections for Missing Documentation</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

national government NGSMU



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





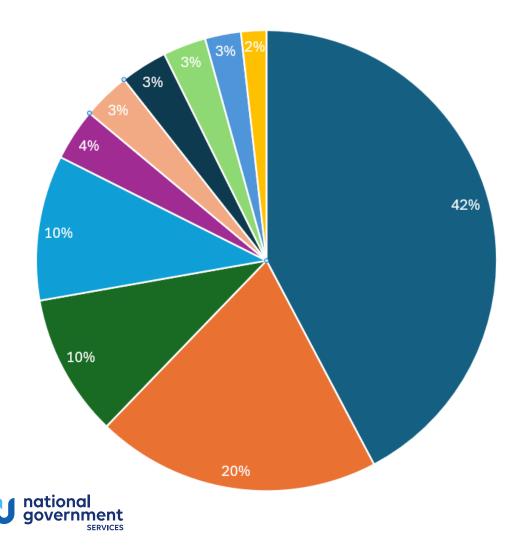
Remittance Example and References

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





Q2 2024 J6 and JK Claim Rejection Data



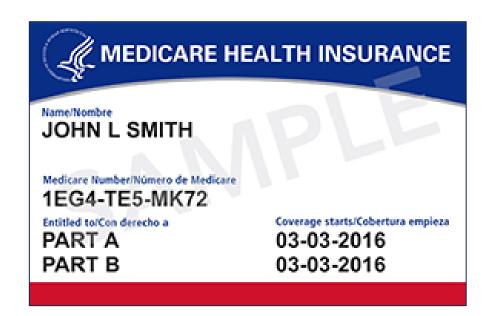
- 42% Patient identifier and RRB
- 20% Group and rendering and ordering provider
- 10% Indication of primary or secondary payer
- 10% Missing therapy modifier(s) GN, GO and referral for therapy
- 4% Lab codes billed individually
- 3% Missing date last seen and attending physician NPI for routine foot care
- 3% Not payable under NGS Jurisdiction
- 3% No charge indicated
- 3% Invalid or missing HCPCS/CPT and modifiers
- 2% Missing documentation



Reducing Claim Rejections for Beneficiary Eligibility

Beneficiary Eligibility

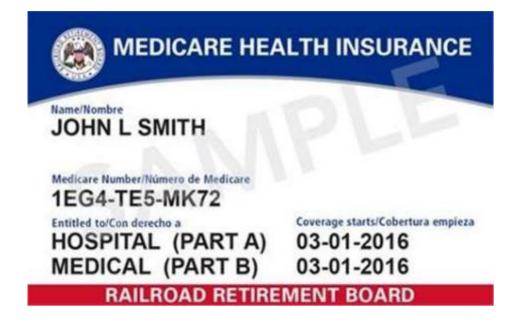
- PR-31
 - Name or MBI was incorrect or missing
 - Date of death precedes date of service
 - Expenses incurred prior to coverage or after coverage terminated
 - Not covered by Medicare at time patient received services







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
 - IVR or 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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Part B Deductibles	Beneficiary Eligibility		
Medicare Advantage	Beneficiary Information		
Medicare Secondary Payer 🥝	Medicare Number	Last Name	First Name
Crossover	2DN		1400
Qualified Medicare Beneficiary	MBI Term Date	Date of Birth	Date of Death
Home Health Plan 🥝		12	
Hospice ⊘	Sex	Address Line 1	Address Line 2
Inpatient/SNF Spell History 🥝	Female	PO BOX	
End Stage Renal Disease 🥝			
Preventive Services	City	State	Zip
COMD-19 Vaccine	MINNEAPOLIS	MN	55405





Steps to Successfully Check Eligibility

- Collect all insurance data from beneficiary
- Use our <u>Interactive Voice</u> <u>Response System</u>
- Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont
 - 877-869-6504
- Illinois, Minnesota, Wisconsin
 - 877-908-9499
- <u>NGSConnex</u>





Reducing Claim Rejections for Provider Information and Data

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			
	1 1	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 (2310A		
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 to the rendering provider for this service line. When a claim involves multiple referring and/or ordering physicians, a sepa		
			NM105	Referring provider middle name			
			NM103 (DK)	Ordering provider last name	claim must be billed for each ordering/referring physician.		
	Name of Ordering physician	2420E	NM104	NM104 Ordering provider first name]		
			NM105	Ordering provider middle name	1		
17a	Other ID number of Referring physician						
17b	NPI	2310A	REF02 (1C)	Referring provider primary ID			
-			REF02 (1C)		Enter "XX" in the NM108 to indicate an NPI is present in the		
		REF02 (1C)		Ordering provider primary ID	NM109. Enter the NPI of the referring/ordering physician listed Item 17		





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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 MSP or Non-MSP Claims



Medicare Secondary Payer (MSP)

- Medicare is Secondary
 - Enter insured's policy or group number (Item 11) and proceed to Items 11a through 11c, also complete Items 4, 6 and 7
- Electronic Data Interchange
 - Indication of MSP, insurance type, COB payer paid amount – claim level, COB allowed amount – claim level, contractual obligations (OTAF) – claim level, claim adjudication date – claim level, line adjudication information, line adjustments, line adjudication date



Non-MSP

- When Medicare is Primary
 - If there is NO insurance primary to Medicare, enter the word "NONE" and proceed to Item 12
- Only acceptable verbiage in Item 11 is "None" or the policy number of the insured when MSP
- Entering any other information in this field will cause the claim to reject

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Steps to Successfully Submitting MSP and Non-MSP Claims

- <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>
- <u>Medicare Secondary Payer</u>
 <u>ANSI Specifications for 837P</u>
- <u>NGS Website Medicare</u> <u>Secondary Payer (MSP)</u>





Reducing Claim Rejections for Absent Therapy Referral and Therapy Modifiers



Certifying Physician/NPP

- Outpatient Physical and Occupational **Therapy Services**
 - Patients must be under the care of a physician/NPP
 - Claims must list the name and NPI of the certifying physician/NPP



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Order and Referring

- Claims must list the name and NPI of ordering and referring
 - Line item 17 (or electronic equivalent)

 Provider's first name, last name as it appears in PECOS and one qualifier identifying the physician/NPP's role (DN, DK, DQ)
 - Line item 17b (or the electronic equivalent) NPI
- Reminder
 - Include an appropriate modifier to indicate the patient was under a therapy plan of care
 - GO Services delivered under an outpatient occupational therapy plan of care
 - GP Services delivered under an outpatient physical therapy plan of care



Steps to Successfully Check Therapy Requirements

- Physical therapy L33631/A56566
 - Local Coverage Determinations
- <u>CMS-1500 Claim Form</u> <u>Completion Instructions</u>





Reducing Rejected Claims for Laboratory Codes

Laboratory Billing

- The term "profile" or "panel" means grouping of laboratory tests, which is usually performed automatically on single piece of testing equipment
- Providers are required to submit all individual automated multi-channel chemistry (AMCC) laboratory test codes for same beneficiary, performed on same date of service on same claim
- Submit complete organ disease panel; or
- Submit individual component tests of organ disease panel when all components of panel were not performed

J national government NGSMU

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Table of Chemistry Panels Example

		Hepatic Function Panel 80076	Basic Metabolic Panel (Calcium, ionized) 80047	Basic Metabolic Panel (Calcium, total) 80048	Comprehensive Metabolic Panel 80053	Renal Function Panel 80069	Lipid ¹ Panel 80061	Electrolyte Panel 80051
Chemistry	СРТ							
Albumin	82040	x			X	x		
Alkaline phosphatase	84075	x			x			
ALT (SGPT)	84460	x			X			
AST (SGOT)	84450	X			X			
Bilirubin, total	82247	x			X			
Bilirubin, direct	82248	x						
Calcium	82310			x	X	х		
Calcium ionized	82330		x					
Chloride	82435		x	X	X	x		x
Cholesterol	82465						X	
CK, CPK	82550							
CO2 (bicarbonate)	82374		х	x	x	х		x
Creatinine	82565		X	X	X	x		
GGT	82977							
Glucose	82947		x	x	X	x		
LDH	83615							
Phosphorus	84100					х		
Potassium	84132		X	x	x	X	1	X
Protein	84155	Х			X			
Sodium	84295		X	Х	X	X		X
Triglycerides	84478						X	
Urea nitrogen (BUN)	84520		x	x	x	x		
Uric Acid	84550							





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 - Line item 17 (or electronic equivalent) – Provider's first name, last name as it appears in PECOS and one qualifier identifying the physician/NPP's role (DN, DK, DQ)
 - Line item 17b (or the electronic equivalent) – NPI



Steps to Successfully Check Laboratory Billing

- Physician/NPP ordering and referring
 - Order and Referring
 - <u>CMS-1500 Claim Form</u> <u>Completion Instructions</u>
- Automated Multi-Channel Chemistry
 - <u>CMS IOM, Pub. 100-04, Medicare</u> <u>Claims Processing Manual,</u> <u>Chapter 16, Laboratory Services</u>





Reducing Claim Rejections for Date Last Seen by Attending Physician for Routine Foot Care

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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 Services Not Payable Under NGS Jurisdiction

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





Reducing Claim Rejections for Missing Billed Charges

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



HEALTH 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 CPT and HCPCS Codes and Modifiers



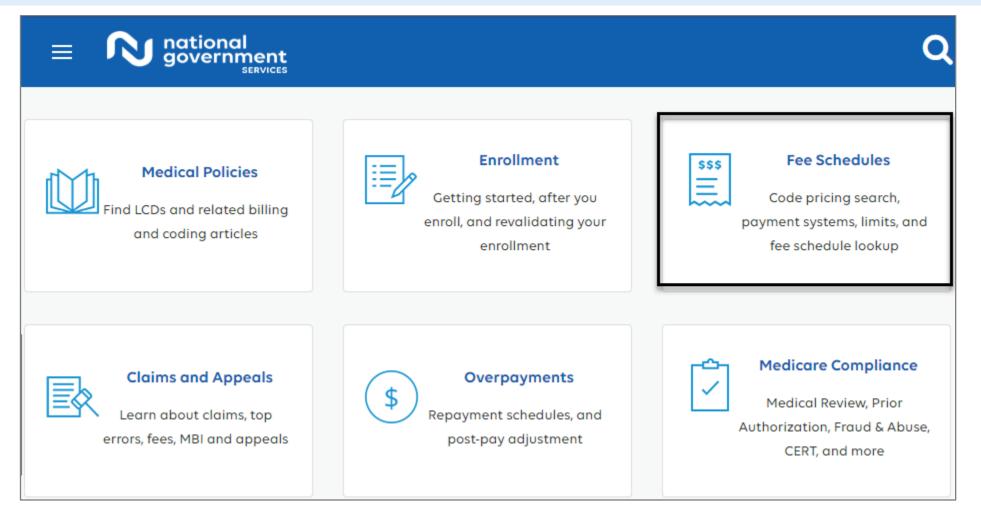
Have Current Code Books

• 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



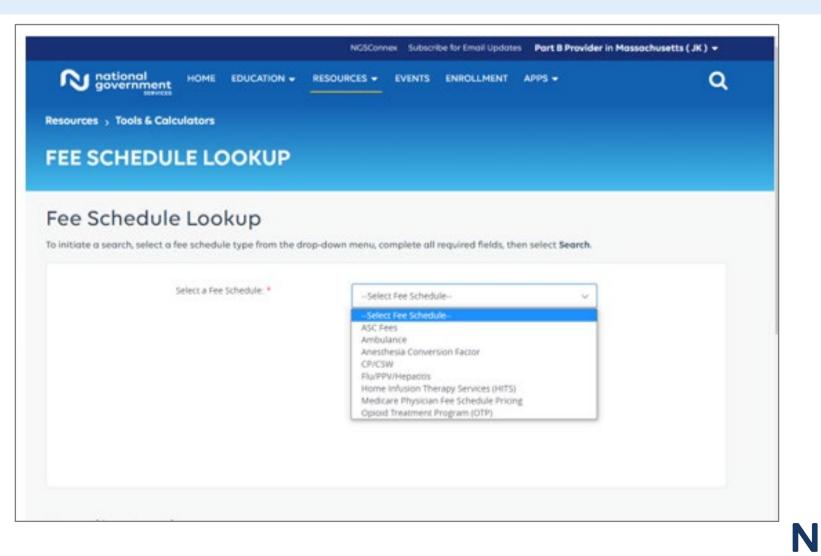
Medicare Physician Fee Schedule







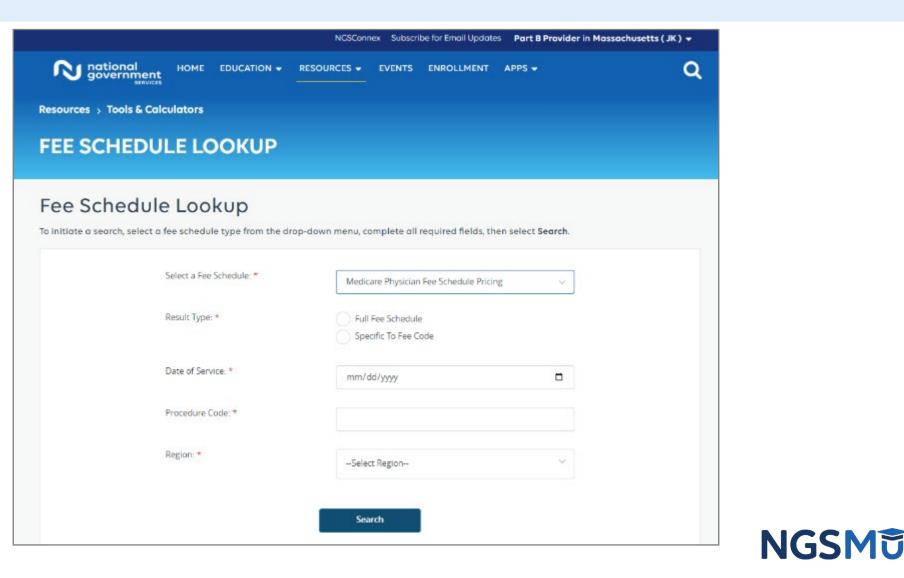
Fee Schedule Lookup – Types







Fee Schedule Lookup







Fee Schedule Lookup – Regions

	Select Region
o initiate a search, select a fee schedule type from the drop-down I	Connecticut
	Illinois (area 12)
	Illinois (area 15)
	Illinois (area 16)
Select a Fee Schedule: *	Illinois (area 99)
	Maine (area 03)
	Maine (area 99)
Result Type: *	Massachusetts (area 01)
Result Type.	Massachusetts (area 99)
	Minnesota
	New Hampshire (area 40)
	New York (area 01)
Date of Service: *	New York (area 02)
	New York (area 03)
	New York (area 04)
	New York (area 99)
Procedure Code: *	Rhode Island (area 01)
	Vermont (area 50)
	Wisconsin
Region: *	Solost Posion
	Select Region
	Search





Illinois Locality/Area and County Information

Locality/Area	Counties
12	Bond, Calhoun, Clinton, Jersey, Macoupin, Madison, Monroe, Montgomery, Randolph, St. Clair, Washington
15	DuPage, Kane, Lake, Will
16	Cook
99	All Other Counties





Maine and Massachusetts, Locality/Area and County Information

Locality/Area	State	Counties
01	MA	Middlesex, Norfolk and Suffolk
99	MA	All Other Counties
03	ME	York and Cumberland
99	ME	All Other Counties





New York Locality/Area and County Information

Locality/Area	State
01	Manhattan
02	Bronx, Brooklyn, Nassau, Rockland, Staten Island, Suffolk, Westchester
03	Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Sullivan, Ulster
04	Queens
99	All Other Counties







Policy Indicators

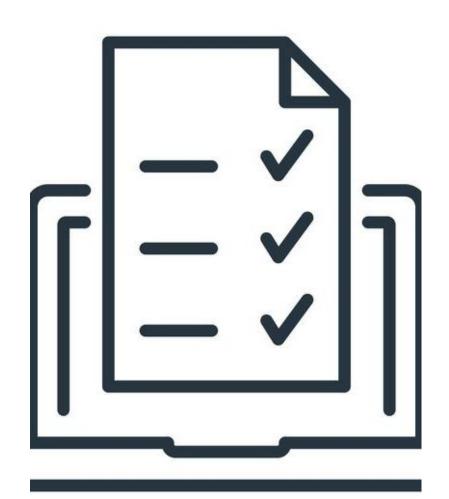
- Procedure status indicators
- Global surgery
- Facility pricing
- Preoperative
- Interoperative
- Postoperative
- Multiple surgery
- Bilateral surgery
- Assistant at surgery
- Two surgeons
- Team surgery
- Use References: <u>Fee Schedule Lookup Details</u>







53



CPT/HCPCS Code Ranges

- Anesthesia: 00000-09999
- Surgery: 10000–69999
- Radiology: 70000–79999
- Pathology/laboratory: 80000–89999
- Medicine: 90000-99999
- Ambulance: A0000–A9999
- Drugs: J0000–J9999



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>
- Fee Schedule Assistance
- <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 CMS-1500 Data Set"</u>
- <u>Unlisted and Not Otherwise Classified</u>
 <u>Procedure Codes</u>
- <u>Education > Medicare Topics</u> > Billing
- Education > Manuals and Guides > Medicare Part B 101 Manual





Reducing Claim Rejections for Missing Documentation

Missing Documentation

- Examples of documentation that is required when submitting claims
- N706: Missing documentation
 - Information requested was not provided or not provided timely or was insufficient/incomplete
- Common error among providers is submitting claims without documentation
 - Modifiers: AS, 22, 52, 53, 62, 66, 80, NOC and unlisted codes







Additional Documentation Requests

- NGS may need to analyze claims to determine allowance
- ADR letters will be generated
 - NGS may require clarification or documentation
 - If documentation is not submitted, claim rejects as unprocessable
- Avoid this by utilizing ANSI electronic attachments program
- Data that comes together to process claim



Steps to Successfully Submit Claims with Required Documentation

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





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



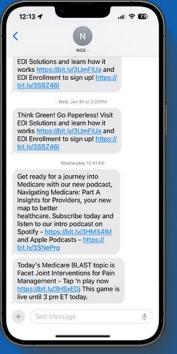


Questions?

Thank you!







Connect with us on social media



YouTube Channel **Educational Videos**

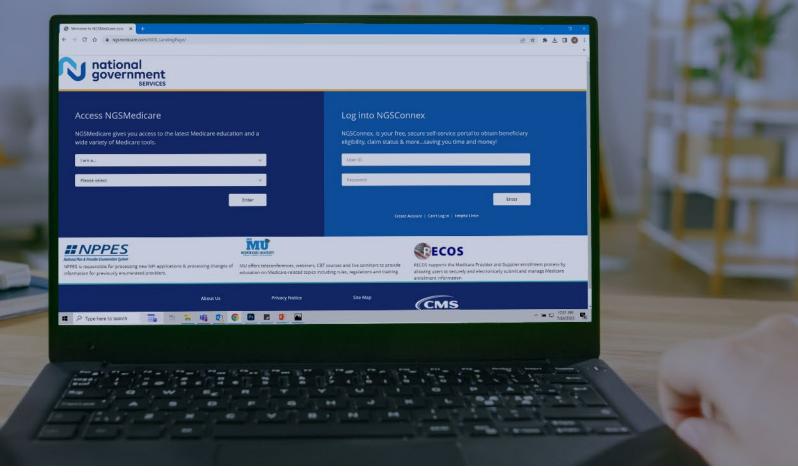








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IVR System

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NGSConnex Web portal for claim information



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