

# Reducing Unprocessable Claims

8/27/2024

**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.*

# Today's Presenters

Arlene  
Dunphy, CPC

---

Provider Outreach and  
Education Consultant



Carleen  
Parker

---

Provider Outreach and  
Education Consultant





## Disclaimer

National Government Services, Inc. has produced this material as an informational reference for providers furnishing services in our contract jurisdiction. National Government Services employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material. Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the Medicare Program is constantly changing, and it is the responsibility of each provider to remain abreast of the Medicare Program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice. Current Medicare regulations can be found on the [CMS website](#).



# Recording

Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

# 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

- [Claim Requirements](#)
- [Reducing Claim Rejections for Beneficiary Eligibility](#)
- [Reducing Claim Rejections for Provider Information and Data](#)
- [Reducing Claim Rejections for MSP and Non-MSP Claims](#)
- [Reducing Claim Rejections for Absent Therapy Referral and Therapy Modifiers](#)
- [Reducing Rejected Claims for Laboratory Codes](#)
- [Reducing Claim Rejections for Date Last Seen by Attending Physician for Routine Foot Care](#)
- [Reducing Claim Rejections for Services Not Payable Under NGS Jurisdiction](#)
- [Reducing Claim Rejections for Missing Billed Charges](#)
- [Reducing Claim Rejections for CPT and HCPCS Codes and Modifiers](#)
- [Reducing Claim Rejections for Missing Documentation](#)

# 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

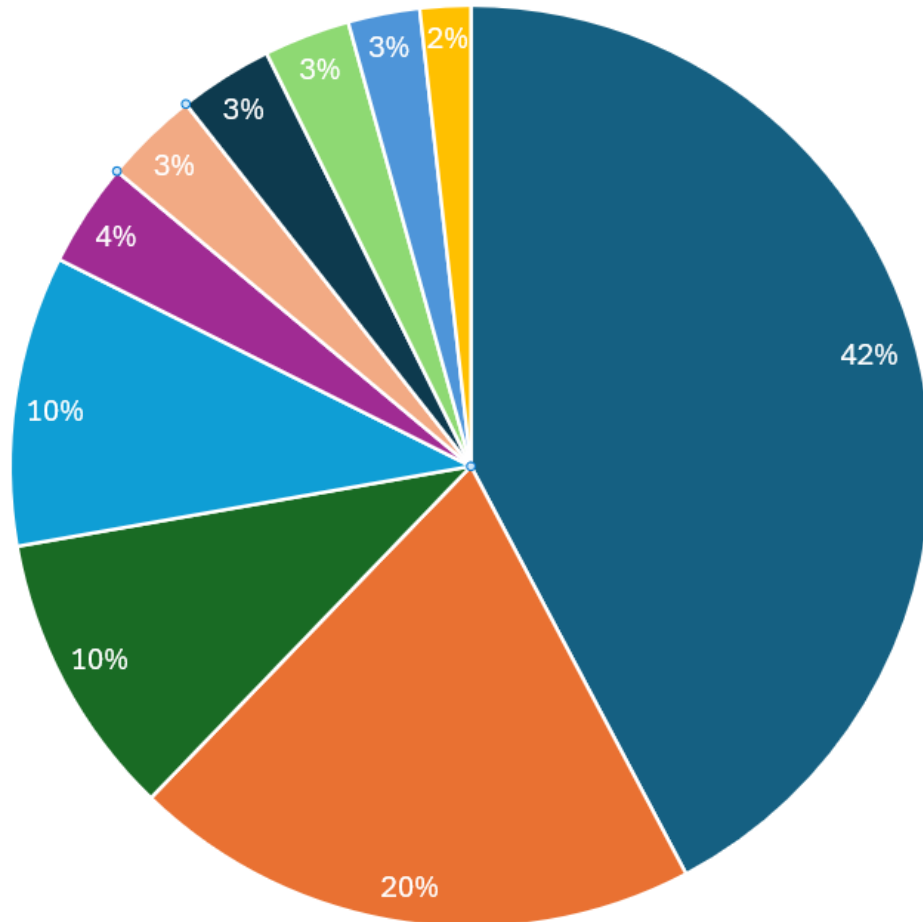
- Information is
  - Invalid
  - Missing
  - Insufficient
  - Incomplete
- Claims will be rejected
- Must submit a new claim
- No appeal rights granted
- Methods for rejection
  - Remittance advice shows an MA130
  - Additional remark code used to identify the error
- Paper claims are screened
  - Form 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	<a href="#">X12 Claim Adjustment Group Codes</a> <ul style="list-style-type: none"><li>• Remittance Advice Remark Codes Reference</li><li>• Claim Adjustment Reason Code Reference</li></ul>

# Q2 2024 J6 and JK Claim Rejection Data

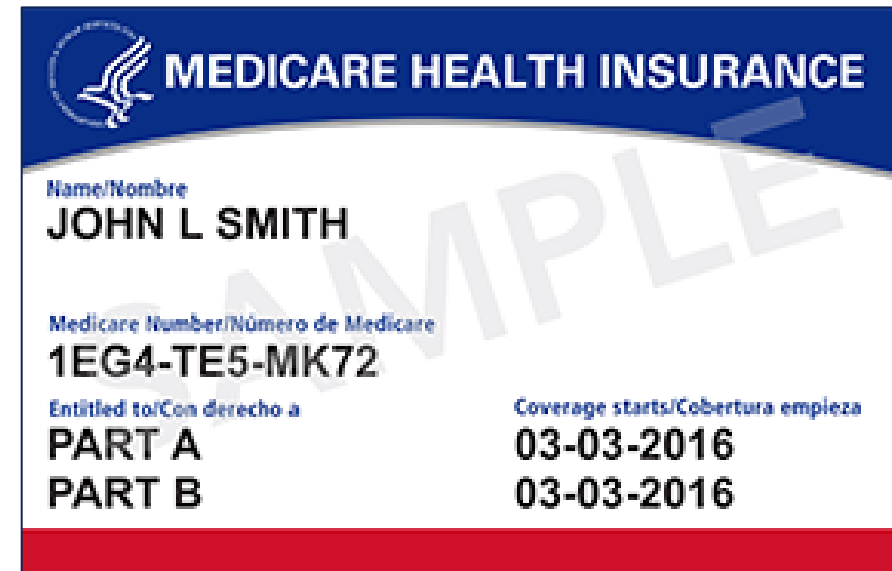


- 42% Patient identifier and RRB
- 20% Group and rendering and ordering provider
- 10% Indication of primary or secondary payer
- 10% Missing therapy modifier(s) GN, GO and referral for therapy
- 4% Lab codes billed individually
- 3% Missing date last seen and attending physician NPI for routine foot 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



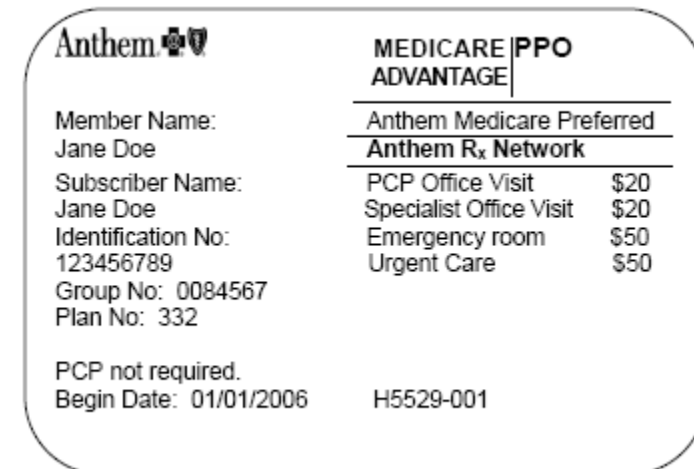
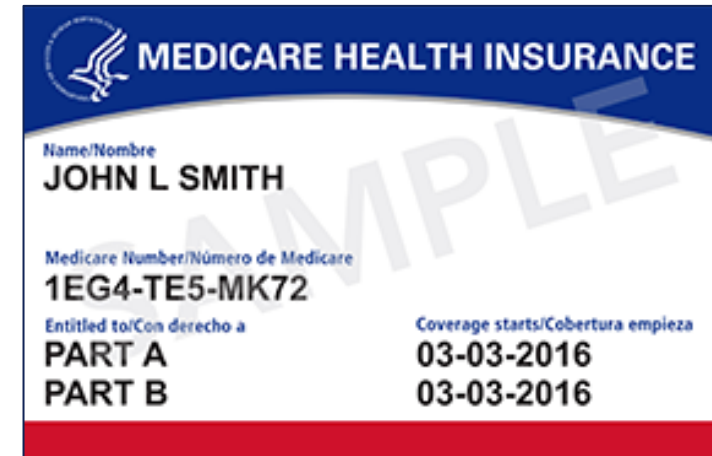
# Railroad Retirement Board Eligibility



- 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

The screenshot shows the NGSConnex web interface for beneficiary eligibility verification. The header includes the 'connex' logo and a 'HOME' link. A 'Printable View' button is highlighted in the top right corner. The main content area is titled 'Beneficiary Eligibility' and contains a 'Beneficiary Information' section with the following fields:

Beneficiary Information		
Medicare Number	Last Name	First Name
2DM		
MBI Term Date	Date of Birth	Date of Death
	12	
Sex	Address Line 1	Address Line 2
Female	PO BOX	
City	State	Zip
MINNEAPOLIS	MN	55405

# Steps to Successfully Check Eligibility

- Collect all insurance data from beneficiary
- Use our [Interactive Voice Response System](#)
- Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont
  - 877-869-6504
- Illinois, Minnesota, Wisconsin
  - 877-908-9499
- [NGSConnex](#)





# 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
17	Name of Referring physician or other source	2310A	NM103 (DN)	Referring provider last name	Required if claim involved a referral or services were ordered. When reporting the provider who ordered services such as diagnostic and lab utilized the Referring Provider Name (2310A) loop at the claim level. Required if a service or supply was ordered by a provider and that provider is a different entity than the rendering provider for this service line. When a claim involves multiple referring and/or ordering physicians, a separate claim must be billed for each ordering/referring physician.
			NM104	Referring provider first name	
			NM105	Referring provider middle name	
	Name of Ordering physician	2420E	NM103 (DN)	Referring provider last name	
			NM104	Referring provider first name	
			NM105	Referring provider middle name	
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 NM109. Enter the NPI of the referring/ordering physician listed in Item 17
			REF02 (1C)	Ordering provider primary ID	

**HEALTH INSURANCE CLAIM FORM**

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 3/8/00 0212

1. MEDICARE MEDICAID TRICARE CHAMPVA GOVT HEALTH PLAN OTHER (Medicare) (Medicaid) (TRICARE) (Champion) (Govt Health Plan) (Other)

2. PATIENT'S NAME (Last name, first name, middle initial)

3. PATIENT'S ADDRESS (No. Street)

4. PATIENT'S BIRTH DATE (MM DD YY) SEX (M F)

5. PATIENT RELATIONSHIP TO INSURED (Self Spouse Child Other)

6. RESERVED FOR NUCC USE

7. INSURED'S NAME (Last name, first name, middle initial)

8. INSURED'S ADDRESS (No. Street)

9. INSURED'S POLICY OR GROUP OR FIDA NUMBER

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S DATE OF BIRTH (MM DD YY) SEX (M F)

12. PATIENTS OR AUTHORIZED PERSONS SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.)

13. INSURED'S OR AUTHORIZED PERSONS SIGNATURE (I authorize payment of medical benefits to the undersigned physician or supplier for services described below.)

14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY CLAIM (MM DD YY)

15. OTHER DATE (MM DD YY)

16. DATE PAYMENT LABEL TO WORK IN CURRENT OCCUPATION (FROM TO MM DD YY)

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE (IR)

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (FROM TO MM DD YY)

19. OUTPATIENT CHARGES (YES NO)

20. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Please list all events on line below ICD-9-CM)

21. PHYSICIAN OR SUPPLIER (Specialty, License, Organization, M.D./D.O., N.P./P.A., Other)

22. PRIOR AUTHORIZATION NUMBER

23. BILL NUMBER OR CODE ORIGINAL REF. NO.

24. DATE OF SERVICE (From To MM DD YY) PLACE OF SERVICE (E/M/O/OPT/OPCS) DIAGNOSIS (ICD-9-CM) PROVIDER (NPI/ID) PROVIDING PHYSICIAN (ID #)

25. FEDERAL TAX ID NUMBER SSN/IDN

26. PATIENT'S ACCOUNT NO.

27. ASSIGNMENT TO PROVIDER (YES NO)

28. TOTAL CHARGE

29. AMOUNT PAID

30. RESERVED FOR NUCC USE

31. SIGNATURE OF PHYSICIAN OR SUPPLIER (INCLUDING DEGREE OR CREDENTIALS (I certify that the statements on this form apply to this bill and are true to the best of my knowledge.))

32. SERVICE FACILITY LOCATION INFORMATION

33. BILLING PROVIDER INFO & PAYE (NPI)

# 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

- [Data Files for Ordering and Referring](#)
- [National Plan & Provider Enumeration System](#)
- [Medicare Place of Service Code Set and Descriptions](#)
- [CMS-1500 Claim Form](#)
- [Medicare Part B CMS-1500 Crosswalk for 5010 Electronic Claims](#)



# 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

**SURANCE CLAIM FORM**  
 DUAL UNIFORM CLAIM COMMITTEE (DUCC) 0012

MEDICAD (Medicaid) <input type="checkbox"/> MEDICARE <input type="checkbox"/> CHAMPVA (Civilian Health and Medical Program of the Veterans Affairs) <input type="checkbox"/> GROUP HEALTH PLAN (GHP) <input type="checkbox"/> OTHER <input type="checkbox"/>		16. INSURED'S ID NUMBER (For Proprietary Plans)	
LAST NAME, FIRST NAME, MIDDLE INITIAL		4. INSURED'S NAME (Last Name, First Name, Middle Initial)	
DOB (Mo., Day, Year)		7. INSURED'S ADDRESS (No. Street)	
STATE		CITY	
TELEPHONE (Include Area Code)		ZIP CODE TELEPHONE (Include Area Code)	
3. NAME (Last Name, First Name, Middle Initial)		10. IS PATIENT'S CONDITION RELATED TO THIS CLAIM? <b>NONE</b>	
5. POLICY OR GROUP NUMBER		11. EMPLOYMENT (Current or Former) YES <input type="checkbox"/> NO <input type="checkbox"/>	
12. USE		13. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>	
13. USE		14. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>	
14. NAME OF PROGRAM NAME		15. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/>	
15. CLAIM CODES (Designated by NUCC)		16. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either by check or to the party who accepts assignment.)	
17. DATE		17. SIGNED	
18. ILLNESS, INJURY, OR PREGNANCY CLASS		19. OTHER DATE	
20. PROVIDER OF OTHER SOURCE		21. HOSPITALIZATION DATES RELATED TO CURRENT CLAIM	
22. NATURE OF ILLNESS OR INJURY (Refer to ICD-9-CM code)		23. OUTPATIENT? YES <input type="checkbox"/> NO <input type="checkbox"/>	
24. SERVICE		25. DIAGNOSIS	
26. NUMBER		27. PATIENT'S ACCOUNT NO.	
28. PHYSICIAN OR SUPPLIER NAME (or Credentials) (Last Name, First Name, Middle Initial and Suffix)		29. TOTAL CHARGE	
29. SERVICE FACILITY LOCATION INFORMATION		30. BILLING PROVIDER INFO (NPI #)	

Manual available at: [www.nucc.org](http://www.nucc.org) PLEASE PRINT OR TYPE APPROVED CMS 0095-1107-01

# Steps to Successfully Submitting MSP and Non-MSP Claims

- [CMS-1500 Claim Form Completion Instructions](#)
- [Medicare Part B CMS-1500 Crosswalk for 5010 Electronic Claims](#)
- [Medicare Secondary Payer ANSI Specifications for 837P](#)
- [NGS Website Medicare Secondary Payer \(MSP\)](#)





# 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

# HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 3/4/00 0312

1. MEDICARE <input type="checkbox"/> (Medicare) <input type="checkbox"/> (Medicaid) <input type="checkbox"/> (State/Local) <input type="checkbox"/> (Medicaid) <input type="checkbox"/> (Medicare) <input type="checkbox"/> (Medicaid)		2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		3. PATIENT'S BIRTH DATE MM / DD / YY		4. INSURED'S NAME (Last Name, First Name, Middle Initial)		5. INSURED'S BIRTH DATE MM / DD / YY	
6. PATIENT'S ADDRESS (No. & Street)		7. PATIENT RELATIONSHIP TO INSURED <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other		8. INSURED'S ADDRESS (No. & Street)		9. INSURED'S POLICY OR GROUP NUMBER		10. INSURED'S DATE OF BIRTH MM / DD / YY	
11. CITY		12. STATE		13. ZIP CODE		14. TELEPHONE (3-Digit Area Code)		15. OTHER CLAIM # (Designated by NUCC)	
16. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		17. IS PRESENT CONDITION RELATED TO: a. EMPLOYMENT (Date of Pre-Insured) <input type="checkbox"/> YES <input type="checkbox"/> NO b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO		18. INSURED'S POLICY OR GROUP NUMBER		19. INSURED'S DATE OF BIRTH MM / DD / YY		20. OTHER CLAIM # (Designated by NUCC)	
21. OTHER INSURED'S POLICY OR GROUP NUMBER		22. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input type="checkbox"/> NO		23. INSURANCE PLAN NAME OR PROGRAM NAME		24. INSURED'S POLICY OR GROUP NUMBER		25. INSURED'S DATE OF BIRTH MM / DD / YY	
26. RESERVED FOR NUCC USE		27. RESERVED FOR NUCC USE		28. RESERVED FOR NUCC USE		29. RESERVED FOR NUCC USE		30. RESERVED FOR NUCC USE	
31. INSURANCE PLAN NAME OR PROGRAM NAME		32. CLAIM CODES (Designated by NUCC)		33. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input type="checkbox"/> NO		34. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment or government benefits other to myself or to the party who accepts assignment of claim.)		35. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize payment of medical benefits to the undersigned physician or supplier for services described below.)	
36. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY ONSET MM / DD / YY		37. OTHER DATE QUAL / MM / DD / YY		38. DATE PATIENT BECAME WORK INCAPABLE MM / DD / YY		39. DATE PATIENT BECAME WORK INCAPABLE MM / DD / YY		40. OCCUPATION MM / DD / YY	
41. NAME OF REFERRING PROVIDER OR OTHER SOURCE TIN TIN 2		42. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM / TO / MM / DD / YY		43. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM / TO / MM / DD / YY		44. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO		45. CHARGES	
46. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)		47. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Provide ICD-9-CM code for each diagnosis) A. ICD NO. B. ICD NO. C. ICD NO. D. ICD NO. E. ICD NO. F. ICD NO. G. ICD NO. H. ICD NO. I. ICD NO. J. ICD NO.		48. PRESCRIPTION CODE		49. ORIGINAL REF. NO.		50. PRIOR AUTHORIZATION NUMBER	
51. A. DATE(S) OF SERVICE From / To / MM / DD / YY		52. B. PLACE OF SERVICE C. CPT/HCPCS		53. D. PROVIDER, SERVICES, OR SUPPLIER (Specify Unusual Circumstances) E. PROVIDER		54. F. CHARGE		55. G. ICD-9-CM	
56. FEDERAL TAX ID NUMBER		57. PATIENT'S ACCOUNT NO.		58. TOTAL CHARGE		59. AMOUNT PAID		60. RESERVED FOR NUCC USE	
61. SIGNATURE OF PHYSICIAN OR SUPPLIER (Including address or credentials (I certify that the statements on this invoice apply to the bill and are true to the best of my knowledge))		62. SERVICE FACILITY LOCATION INFORMATION		63. BILLING PROVIDER INFO & PAYER ( )		64. BILLING PROVIDER INFO & PAYER ( )		65. BILLING PROVIDER INFO & PAYER ( )	

# 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](#)
- [CMS-1500 Claim Form Completion Instructions](#)



# 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



# 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 <sup>1</sup> Panel 80061	Electrolyte Panel 80051
<b>Chemistry</b>	<b>CPT</b>							
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	X		
Calcium ionized	82330		X					
Chloride	82435		X	X	X	X		X
Cholesterol	82465						X	
CK, CPK	82550							
CO2 (bicarbonate)	82374		X	X	X	X		X
Creatinine	82565		X	X	X	X		
GGT	82977							
Glucose	82947		X	X	X	X		
LDH	83615							
Phosphorus	84100					X		
Potassium	84132		X	X	X	X		X
Protein	84155	X			X			
Sodium	84295		X	X	X	X		X
Triglycerides	84478						X	
Urea nitrogen (BUN)	84520		X	X	X	X		
Uric Acid	84550							

PCIA

1. MEDICARE MEDICAID TRICARE CHAMPVA GROUP HEALTH PLAN SCHIP/CHIP (LTD) OTHER % INSURED'S ID. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 3. PATIENT'S BIRTH DATE (MM, DD, YY) SEX 4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No. & Street) 6. PATIENT RELATIONSHIP TO INSURED (Set  Spouse  Child  Other) 7. INSURED'S ADDRESS (No. & Street)

CITY STATE 8. RESERVED FOR NUCC USE CITY STATE

ZIP CODE TELEPHONE (3-Digit Area Code) ZIP CODE TELEPHONE (3-Digit Area Code)

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PRESENT CONDITION RELATED TO: 11. INSURED'S POLICY OR GROUP OR FCDA NUMBER

12. OTHER INSURED'S POLICY OR GROUP NUMBER 13. EMPLOYMENT (Current or Previous) a.  YES  NO b. AUTO ACCIDENT?  YES  NO PLACE (State) c. OTHER ACCIDENT?  YES  NO 14. INSURED'S DATE OF BIRTH (MM, DD, YY) SEX 15. OTHER CLAIM ID (Designated by NUCC) 16. IS THERE ANOTHER HEALTH BENEFIT PLAN?  YES  NO (If yes, complete items 11, 14, and 16)

17. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment or government benefits other to myself or to the party who accepts assignment below. 18. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

SIGNED DATE SIGNED

19. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (MM, DD, YY) QUAL. 20. OTHER DATE (MM, DD, YY) QUAL. 21. DATE PATIENT WANTED TO WORK (MM, DD, YY) OCCUPATION

22. NAME OF REFERRING PROVIDER OR OTHER SOURCE (17a) (17b) NPI 23. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (MM, DD, YY) (MM, DD, YY)

24. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) 25. OUTSIDE LAB?  YES  NO REASON

26. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Provide ICD-9-CM or ICD-10-CM code) 27. PRESCRIPTION CODE ORIGINAL RFP NO. 28. PRIOR AUTHORIZATION NUMBER

29. A. DATE OF SERVICE (From MM, DD, YY To MM, DD, YY)	29. B. PLACE OF SERVICE (EMG)	29. C. PROCEDURE, SERVICE, OR SUPPLIER (ICD-9-CM or ICD-10-CM)	29. D. DIAGNOSIS (ICD-9-CM or ICD-10-CM)	29. E. CHARGE	29. F. UNITS	29. G. UNIT PRICE	29. H. C. QUAL.	29. I. PROVIDING PROVIDER ID #
1								NPI
2								NPI
3								NPI
4								NPI
5								NPI
6								NPI

25. FEDERAL TAX ID NUMBER (SSN EIN) 26. PATIENT'S ACCOUNT NO. 27. ACCOUNT ASSIGNMENT? (YES NO) 28. TOTAL CHARGE 29. AMOUNT PAID 30. RESERVED FOR NUCC USE

31. SIGNATURE OF PHYSICIAN OR SUPPLIER (Including address or credentials (I certify that the signature or the address apply to this bill and are in a part thereof)) 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PAYER ( )

PCIA

# Ordering 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



# Steps to Successfully Check Laboratory Billing

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



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

1. MEDICARE MEDICAID TRICARE CHIP/VA GROUP HEALTH PLAN DEOR (LIFE) OTHER 1% INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 2. PATIENT'S BIRTH DATE (MM DD YY) SEX 4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No. Street) 6. PATIENT RELATIONSHIP TO INSURED 7. INSURED'S ADDRESS (No. Street)

CITY STATE 8. RESERVED FOR NUCC USE CITY STATE

ZIP CODE TELEPHONE (3rd or Area Code) ZIP CODE TELEPHONE (3rd or Area Code)

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATIENT'S CONDITION RELATED TO 11. INSURED'S POLICY OR GROUP OR FIDA NUMBER

4. OTHER INSURED'S POLICY OR GROUP NUMBER a. EMPLOYMENT (Current or Previous) 4. INSURED'S DATE OF BIRTH (MM DD YY) SEX

5. RESERVED FOR NUCC USE b. AUTO ACCIDENT? PLACE (State) 5. OTHER CLAIMS (Designated by NUCC)

c. RESERVED FOR NUCC USE c. OTHER ACCIDENT? 6. INSURANCE PLAN NAME OR PROGRAM NAME

6. INSURANCE PLAN NAME OR PROGRAM NAME 10a. CLAIM CODES (Designated by NUCC) 6. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES NO (If yes, complete Item 9, 10, and 11)

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government credits other to myself or to the party who accepts assignment below. 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

14. DATE OF CURRENT SERVICE, INQUIRY, OR PROGRAM/CLAIM (MM DD YY) 15. OTHER DATE (MM DD YY) 16. DATE OF START AND END DATES TO WORK IN CURRENT OCCUPATION (FROM TO) (MM DD YY) (MM DD YY)

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE 17a. HOSPITAL/CLINICAL DATES RELATED TO CURRENT SERVICES (FROM TO) (MM DD YY) (MM DD YY)

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) 19. OUTSIDE LAB \$ CHARGE 19. YES NO 20. PHYSICIAN CODE ORIGINAL REF. NO. 21. PRIOR AUTHORIZATION NUMBER

24. A. DATE OF SERVICE	B. PLACE OF SERVICE	C. PROCEDURE, SERVICE, OR SUPPLIER	D. DIAGNOSIS	E. CHARGE	F. ICD-9-CM	G. ICD-10-CM	H. PROVIDER
From MM DD YY	To MM DD YY	PLC OF SER (Explain Unusual Circumstances)	ICD-9-CM (ICD-10-CM)	\$ CHARGE	ICD-9-CM	ICD-10-CM	PROVIDER ID #
1							NPI
2							NPI
3							NPI
4							NPI
5							NPI
6							NPI

25. FEDERAL TAX ID NUMBER 26. PATIENT'S ACCOUNT NO. 27. ACCOUNT ASSIGNMENT? (YES NO) 28. TOTAL CHARGE 29. AMOUNT PAID 30. RESERVED FOR NUCC USE

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING ADDRESS OR CREDENTIALS (Certify that the diagnosis or the charges apply to this bill and set it with a post office.) 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PAF ( )

# 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
  - [CMS-1500 Claim Form Completion Instructions](#)
- 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

**HEALTH INSURANCE CLAIM FORM**  
 APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PCIA

1. MEDICARE MEDICAID TRICARE CHAMPVA GROUP HEALTH PLAN OTHER 16. INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 3. PATIENT'S BIRTH DATE (MM DD YY) SEX 4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No. & Street) 6. PATIENT RELATIONSHIP TO INSURED 7. INSURED'S ADDRESS (No. & Street)

CITY STATE 8. RESERVED FOR NUCC USE CITY STATE

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PRESENT CONDITION RELATED TO 11. INSURED'S POLICY GROUP OR POLICY NUMBER

12. PATIENTS OR AUTHORIZED PERSONS SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. 13. INSURED'S OR AUTHORIZED PERSONS SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (MM DD YY) QUAL 15. OTHER DATE (MM DD YY) 16. DATE (P) AND CHANGE TO WORK IN CURRENT OCCUPATION (MM DD YY)

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE 17A. 17B. 17C. 17D. 17E. 17F. 17G. 17H. 17I. 17J. 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (FROM TO MM DD YY)

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) 20. OUTSIDE LAB? (YES NO) 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Provide ICD-9-CM code in the below box) (ICD NO.) 22. PHARMARKET CODE ORIGINAL RFP NO. 23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE FROM TO B. C. D. E. F. G. H. I. J. K. L. M. N. O. P. Q. R. S. T. U. V. W. X. Y. Z. 25. FEDERAL TAX ID NUMBER (SSN EIN) 26. PATIENT'S ACCOUNT NO. 27. ACCOUNT ASSIGNMENT? (YES NO) 28. TOTAL CHARGE 29. AMOUNT PAID 30. RESERVED FOR NUCC USE

31. SIGNATURE OF PHYSICIAN OR SUPPLIER (including degrees or credentials) I certify that the statements on this cover apply to this bill and are made a part thereof. 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & P/F#



# 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
- [DME MAC Jurisdiction B](#)
  - 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**  
 APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

1. MEDICARE  MEDICAID  TRICARE  CHAMPVA  GROUP HEALTH PLAN  DEER (LIFE)  OTHER

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)  3. PATIENT'S BIRTH DATE (MM/DD/YY)  SEX  4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No. Street)  6. PATIENT RELATIONSHIP TO INSURED  7. INSURED'S ADDRESS (No. Street)

CITY  STATE  8. RESERVED FOR NUCC USE  OFFICE  STATE

ZIP CODE  TELEPHONE (3rd or Area Code)  ZIP CODE  TELEPHONE (3rd or Area Code)

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)  10. IS PATIENT'S CONDITION RELATED TO  11. INSURED'S POLICY OR GROUP OR FECA NUMBER

12. PATIENTS OR AUTHORIZED PERSON'S SIGNATURE  DATE  13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE  DATE

14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (MM/DD/YY)  15. OTHER DATE (MM/DD/YY)  16. DATE OF BIRTH (MM/DD/YY)  17. NAME OF REFERRING PROVIDER OR OTHER SOURCE  18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (FROM TO)

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)  20. OUTSIDE LABOR  CHARGES

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Provide ALL in vertical line below) (ICD-9-CM)  22. PHYSICIAN CODE  ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

24. A. DATE OF SERVICE (From To)	B. PLACE OF SERVICE (ICD-9-CM)	C. PROCEDURE, SERVICE, OR SUPPLY (ICD-9-CM)	D. DIAGNOSIS (ICD-9-CM)	E. CHARGES	F. ICD-9-CM QUAL.	G. PROVIDING PHYSICIAN ID #
1						
2						
3						
4						
5						
6						

25. FEDERAL TAX ID NUMBER  26. PATIENT'S ACCOUNT NO.  27. ACCOUNT ASSIGNMENT? (YES/NO)

28. SIGNATURE OF PHYSICIAN OR SUPPLIER  29. SERVICE FACILITY LOCATION INFORMATION

28. TOTAL CHARGE

# Steps to Successfully Check Billed Charges

- [CMS-1500 Claim Form Completion Instructions](#)
- [Medicare Part B CMS-1500 Crosswalk for 5010 Electronic Claims](#)



# Reducing Claim Rejections for CPT and HCPCS Codes and Modifiers



# Have Current Code Books

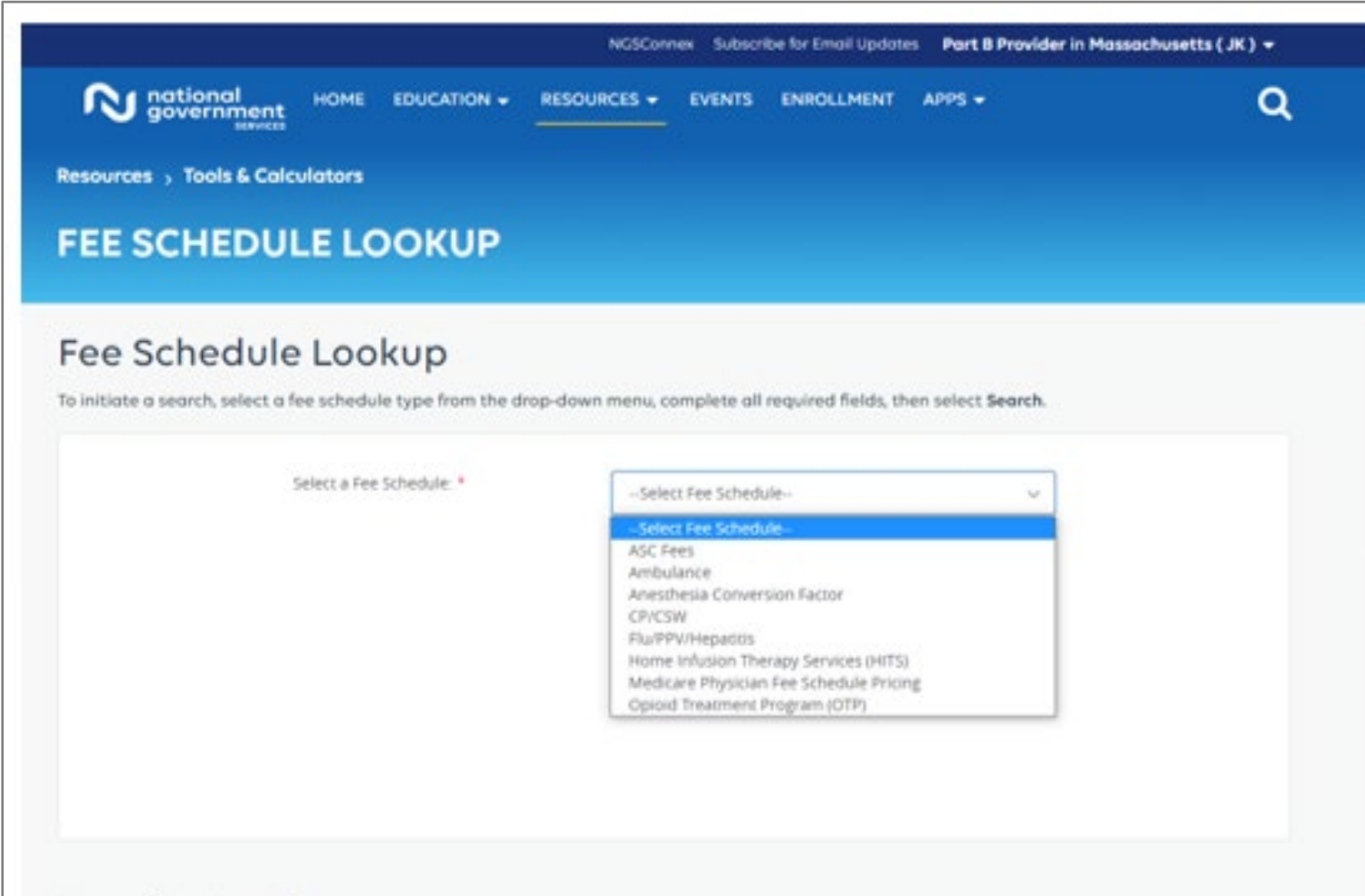
- CPT
  - Numeric coding system that describes the services and procedures provided by a physician
- HCPCS
  - Alpha numeric coding system used by a physician to report services
- ICD-10-CM code books
  - Used to select appropriate diagnosis codes

# Medicare Physician Fee Schedule

The screenshot displays the National Government Services website interface. At the top, there is a blue header with the logo and text "national government SERVICES" on the left and a search icon on the right. Below the header, the main content area is divided into six white cards arranged in a 2x3 grid. The "Fee Schedules" card in the top right is highlighted with a black border. Each card contains an icon, a title, and a brief description of the service.

Category	Icon	Title	Description
Medical Policies	Open book	Medical Policies	Find LCDs and related billing and coding articles
Enrollment	Document with pencil	Enrollment	Getting started, after you enroll, and revalidating your enrollment
<b>Fee Schedules</b>	Document with \$\$\$	<b>Fee Schedules</b>	<b>Code pricing search, payment systems, limits, and fee schedule lookup</b>
Claims and Appeals	Document with magnifying glass	Claims and Appeals	Learn about claims, top errors, fees, MBI and appeals
Overpayments	Dollar sign in a circle	Overpayments	Repayment schedules, and post-pay adjustment
Medicare Compliance	Clipboard with checkmark	Medicare Compliance	Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more

# Fee Schedule Lookup – Types



NGSConnex | Subscribe for Email Updates | Part B Provider in Massachusetts (JK) ▾

national government SERVICES | HOME | EDUCATION ▾ | **RESOURCES ▾** | EVENTS | ENROLLMENT | APPS ▾

Resources > Tools & Calculators

## FEE SCHEDULE LOOKUP

### Fee Schedule Lookup

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

Select a Fee Schedule: ▾

- Select Fee Schedule--
- ASC Fees
- Ambulance
- Anesthesia Conversion Factor
- CP/CSW
- Flu/PPV/Hepatitis
- Home Infusion Therapy Services (HITS)
- Medicare Physician Fee Schedule Pricing
- Opioid Treatment Program (OTP)

# Fee Schedule Lookup

The screenshot shows the 'FEE SCHEDULE LOOKUP' tool on the National Government Services website. The page has a dark blue header with the logo and navigation links: HOME, EDUCATION, RESOURCES (highlighted), EVENTS, ENROLLMENT, and APPS. A search icon is in the top right. Below the header, the breadcrumb 'Resources > Tools & Calculators' is visible. The main heading is 'FEE SCHEDULE LOOKUP'. Below this, a sub-heading 'Fee Schedule Lookup' is followed by instructions: 'To initiate a search, select a fee schedule type from the drop-down menu, complete all required fields, then select Search.' The form contains the following fields: 'Select a Fee Schedule:' with a dropdown menu showing 'Medicare Physician Fee Schedule Pricing'; 'Result Type:' with two radio buttons for 'Full Fee Schedule' and 'Specific To Fee Code'; 'Date of Service:' with a date input field containing 'mm/dd/yyyy' and a calendar icon; 'Procedure Code:' with an empty text input field; and 'Region:' with a dropdown menu showing '--Select Region--'. A dark blue 'Search' button is at the bottom of the form.



# Fee Schedule Lookup – Regions

To initiate a search, select a fee schedule type from the drop-down

Select a Fee Schedule: \*

Result Type: \*

Date of Service: \*

Procedure Code: \*

Region: \*

--Select Region--

- Connecticut
- Illinois (area 12)
- Illinois (area 15)
- Illinois (area 16)
- Illinois (area 99)
- Maine (area 03)
- Maine (area 99)
- Massachusetts (area 01)
- Massachusetts (area 99)
- Minnesota
- 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)
- Vermont (area 50)
- Wisconsin

--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

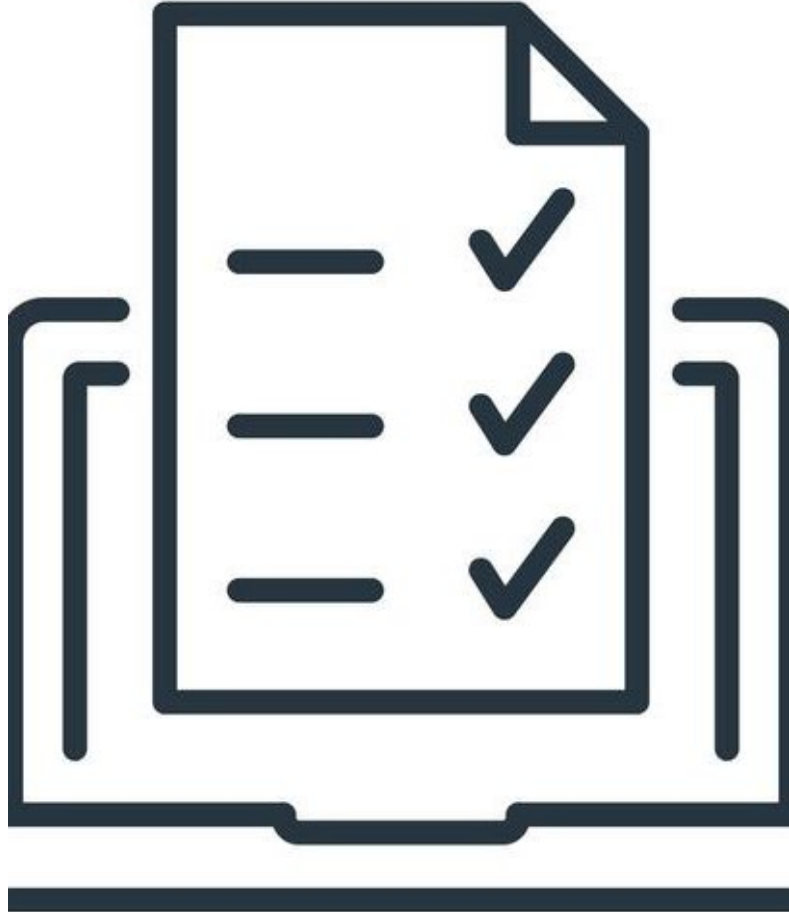
# New York Locality/Area and County Information

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: [Fee Schedule Lookup Details](#)



## 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

- [MPFS available on our Fee Schedule Lookup page](#)
- [Fee Schedule Assistance](#)
- [CMS IOM Publication 100-04, Medicare Claims Processing Manual](#)
  - [Chapter 23 “Fee Schedule Administration and Coding Requirements”](#)
  - [Chapter 26 “Completing and Processing Form CMS-1500 Data Set”](#)
- [Unlisted and Not Otherwise Classified Procedure Codes](#)
- [Education > Medicare Topics > 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](#)
  - [Claim Additional Development Requests](#)
  - [MR TPE Additional Development Requests](#)
  - [Other Audit Contractor Additional Development Requests](#)
  - [Overpayments Due to Contractor Audit Reviews](#)
  - [EDI Solutions Benefits of Electronic Attachments ANSI 275](#)
  - [EDI Solutions Benefits of the 277 RFI ANSI 277](#)



# Claim Reminders

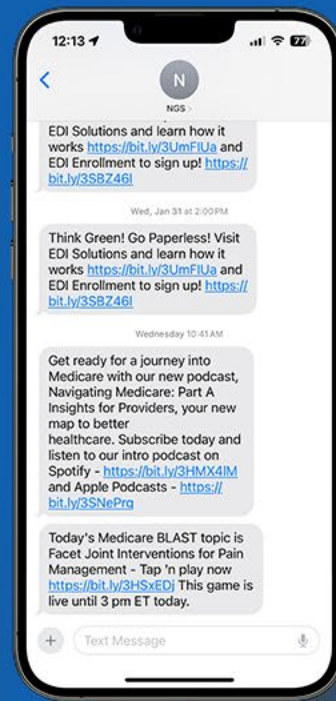
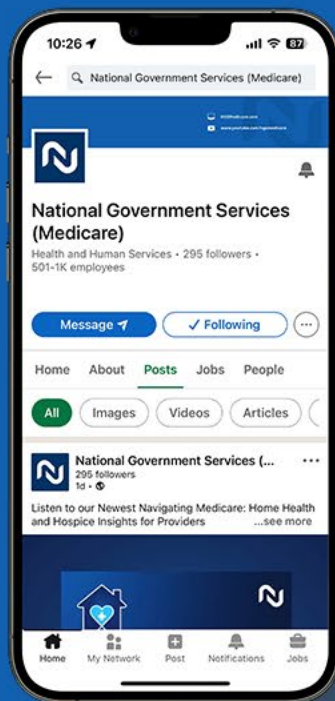
- Resubmit, redetermination or reopen
- Resubmit
  - Unprocessable denials
- Redetermination
  - Medical necessity claim denials
- Reopen
  - Minor clerical errors or omissions
- Reopenings for Minor Errors and Omissions



# Questions?

Thank you!





Connect with us on social media



[YouTube Channel](#)  
Educational Videos

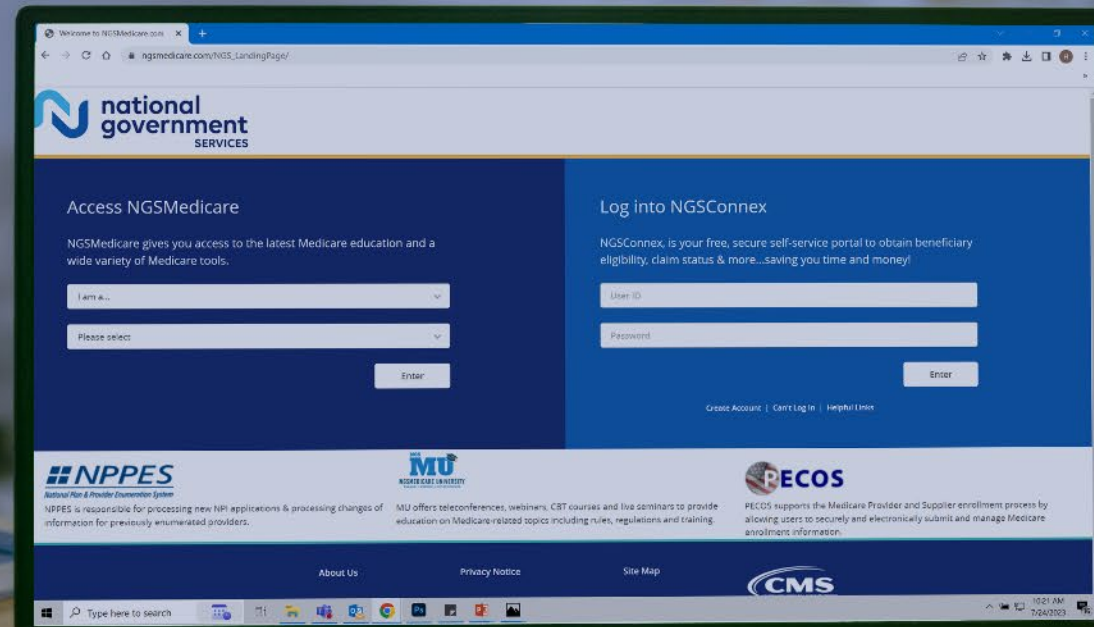


[Medicare University](#)  
Self-paced online learning



[LinkedIn](#)  
Educational Content

# Find us online



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

Online resources, event calendar, 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



[Sign up for Email Updates](#)

Subscribe for Email updates at the top of any NGSMedicare.com webpage to stay informed of news