

Professional Billing Instructions



HEALTH SYSTEMS DIVISION

Billing instructions for CMS-1500, OHP 505 and Provider Web Portal professional claim formats for Oregon Medicaid providers

June 2017



Contents

Introduction	1
Claims processing	2
Before you bill OHA:	3
Professional Web claim instructions	4
When not to submit a Web claim.....	4
Before you submit a Web claim.....	4
How to submit a professional Web claim.....	5
Step 1: Enter claim header information	6
Step 2: Enter diagnosis information.....	7
Step 3: Enter third-party liability (TPL) information.....	8
To update a TPL.....	9
Step 4: Enter Medicare information	9
Step 5: Enter detail lines.....	10
Step 6: Enter notes about hard copy attachments	13
Step 7: Submit claim and review claim status information	13
How to resubmit a denied claim	15
To resubmit a denied claim	15
How to copy a paid claim	15
Appendix	17
Provider Web Portal resources	17
Quick reference: Submitting a professional claim	17
Quick reference: How to submit a Medicare-Medicaid claim.....	18
Paper billing instructions	19
Accepted forms.....	19
Important notes about paper claim processing.....	19
CMS-1500 Health Insurance Claim Form (revised 2/12).....	20
OHP 505 form (revised 8/15).....	20
Required CMS-1500/OHP 505 fields.....	21
Helpful tips	25
Supplemental information.....	27
Supplemental information examples	28

Introduction

The *Professional Claim Instructions* handbook is designed to help those who bill the Oregon Health Authority (OHA) for Medicaid services submit their claims correctly the first time. This will give you step-by-step instructions so that OHA can pay you, the provider, more quickly. Use this handbook with the General Rules and your provider guidelines (administrative rules and supplemental information), which contain information on policy and covered services specific to your provider type.

The professional claim is also known as the CMS-1500. Throughout this billing guide you will see the claim type being referred to as a professional claim.

This handbook lists the requirements for completion prior to sending your claim to OHA for payment processing, as well as helpful hints on how to avoid common billing errors.

The *Professional Claim Instructions* are designed to assist the following providers:*

- Ambulatory Surgical Centers
- Certified Registered Nurse Anesthetists
- Chemical Dependency
- Chiropractors
- Doctors of Medicine
- Durable Medical Equipment
- Family Planning Clinics
- Federally Qualified Health Centers
- Home Enteral/Parenteral IV
- Independent Laboratories
- Medical Transportation
- Mental Health
- Naturopaths
- Nurse Practitioners
- Occupational Therapy
- Ophthalmologists
- Optometrists
- Physical Therapy
- Podiatrists
- Portable X-Ray Providers
- Psychologists
- Public Health Departments
- Rural Health Clinics
- School-Based Health Services

*This list does not include all provider types that use the professional claim format. If in doubt of which claim format to use, contact Provider Services at 800-336-6016 for assistance, or refer to your provider guidelines.

Claims processing

The federal government requires OHA to process Medicaid claims through an automated claim processing system known as MMIS - the Medicaid Management Information System. This system is a combination of people and computers working together to process claims.

Paper claims submitted by mail are scanned through an Optical Character Recognition (OCR) machine. Each claim is given an Internal Control Number (ICN).

- The scanned documents are then identified and sorted by form type and indexed by identifiers such as client name, prime identification number, the date of service, and provider number.
- Finally, the data is entered in the MMIS and images of the documents are stored on an Electronic Document Management System (EDMS).

Data from Web claims directly enter the MMIS if all information is entered correctly. Electronic data interchange (EDI, or electronic batch submission) claims are reviewed for compliance and translated from the HIPAA standard formats for MMIS processing.

Once the data enters the MMIS, staff can immediately access submitted claim information by checking certain MMIS screens.

The system performs daily edits for presence and validity of data as each claim is processed. Once a week, the system audits all claims to ensure that they conform to medical policy. Every weekend, a payment cycle runs, and the system produces checks for claims that successfully pass all edits and audits.

If MMIS cannot make a payment decision based on the information submitted or if policy determines manual review is needed, the claim is routed to DMAP staff for specific manual, medical or administrative review. This type of claim is a *suspense (suspended) claim*.

OHA does not return denied claims to providers in this process. Instead, OHA sends a listing of all claims paid and/or denied to the provider (with payment if appropriate). The listing is called a Remittance Advice (RA).

- The RA comes in paper and electronic formats. The paper format will list suspended claims while the electronic does not.
- If you aren't already receiving the electronic RA, contact EDI Support at 888-690-9888 for more information.

The ICN is a unique identifier.

- The first two digits indicate the type of format of the claim (e.g., '22' Web claim, '10' paper claim, '20' electronic).
- The next two are the year; '11' (2011).
- The next three are the Julian date; "031" (January 31).
- The remaining digits are details of the claims regarding how they are 'batched' within the MMIS.

Before you bill OHA:

1. Verify the client is eligible on the date of service for the services rendered. Services for clients enrolled in an OHP managed care organization (MCO) or coordinated care organization (CCO) must be billed to the appropriate MCO/CCO.
2. Medicaid is always the payer of last resort. If the client has Medicare or third-party insurance, bill them before billing Medicaid.

Professional Web claim instructions

When not to submit a web claim

Do not submit a web claim when:

- **You need to submit hard-copy attachments (e.g., consent forms or op reports).** If you submit a Web claim for a procedure that requires attached documentation, the claim will suspend, then deny for missing documentation. Always bill on paper for claims that require attachments.
- **You need to bill for services more than a year after the date of service.** Claims past timely filing limits must be sent on paper.

Before you submit a web claim

To use the Web portal for the first time, use the provider Personal Identification Number (PIN) from OHA. If you do not have your PIN, contact Provider Services at 800-336-6016 for assistance.

The following list will help you to better understand what needs to be done prior to submitting a Web claim.

1. Verify that you are logged in as and acting on behalf of the correct provider. OHA will pay the provider you are logged in under.
2. You must complete and submit the claim in its entirety in order to save the data entered. Partially completed claims data cannot be saved.
3. The session will end after 20 minutes of inactivity. Any work or changes that have not been submitted will be lost.
4. The professional claim has 7 screens. In some screens you simply move from field to field while in others you must select the “Add” button to add information. Make sure you review all screens and enter all required and/or applicable data in each screen.

1. Professional Claim Header
2. Diagnosis
3. Third-Party Liability (TPL)
4. Medicare Information (For Medicare-Medicaid claims)
5. Detail
6. Hard Copy Attachments
7. Claims Status Information

How to submit a professional web claim

“Claims” menu, click “Professional.”

Home Contact Us Directory Search Clients Account **Claims** Eligibility Prior Authorization Providers POC Portal Admin Security Help
 home search dental institutional pharmacy **professional** roster billing

Professional Claim

Billing Information

ICN
 Provider ID 506636812 MCD
 Client ID* [Search]
 Last Name
 First Name, MI
 Date of Birth
 Patient Account #
 Referring Physician [Search]
 Insurance Denied

Service Information

From Date*
 To Date*
 Expected Delivery Date
 Accident Related To
Charges
 Total Charges \$0.00
 TPL Amount \$0.00
 Plan Payment Amount
 CoPay Amount \$0.00

Diagnosis

*** No rows found ***
 Select row above to update -or- click Add button below.

Sequence [Search]
 Diagnosis [Search]
 Present on Admission
 Description
 ICD Version
 delete add

TPL

*** No rows found ***
 Select row above to update.

Last Name
 First Name, MI
 Date of Birth
 Relationship
 Policy Number
 Plan Name
 Plan ID [Search]
 Adjustment Reason Code [Search]
 Adjustment Group Code
 Adjustment Amount
 delete add

Medicare Information

Medicare Paid Date	Coinsurance Amount	Deductible Amount	Psychiatric Amount	Paid Amount
A	\$0.00	\$0.00	\$0.00	\$0.00

Select row above to update.

Medicare Paid Date
 Coinsurance Amount
 Psychiatric Amount
 Deductible Amount
 Paid Amount

Detail

Item	Procedure	Units	Charges	Status	Allowed Amount
A	1	0	\$0.00		\$0.00

Type data below for new record.

Item 1
 From DOS*
 To DOS*
 Units* 0
 Units Qualifier
 Charges* \$0.00
 Rendering Physician [Search]
 Status
 Diagnosis Code Pointer
 Modifiers [Search] [Search]
 POS* [Search]
 Procedure* [Search]
 NDC
 NDC UOM
 NDC Quantity 0
 Tpl Amount \$0.00
 Plan Payment Amount
 Emergency No
 Pregnancy
 EPSDT Ref None
 EPSDT Family Planning
 Allowed Amount \$0.00
 CoPay Amount \$0.00
 Adjustment Reason Code [Search]
 Adjustment Amount \$0.00
 Medicare Paid Date
 Deductible Amount \$0.00
 Coinsurance Amount \$0.00
 Medicare Paid Amount \$0.00
 Medicare Psych Amount \$0.00
 delete add

Hard-Copy Attachments

*** No rows found ***
 Select row above to update -or- click Add button below.

Control Number
 Transmission
 Report Type
 Description
 delete add

Claim Status Information

Claim Status Not Submitted yet
 Coversheet for supporting documentation

submit cancel

Step 1: Enter claim header information

The professional claim header is the main screen including basic information for the entire claim.

Professional claim fields

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
ICN	Claim's internal control number (ICN).
Provider ID	National Provider Identifier (NPI) or Billing Provider number.
Client ID*	Recipient identification number. Review the name fields under this field to make sure you have entered the correct ID number.
Last Name	Last name of the recipient. (This field will auto populate with the name associated with the client ID you entered.)
First Name, MI	First name and middle initial of the recipient. (This field will auto populate with the name associated with the client ID you entered.)
Date of Birth	The recipient's date of birth. (This field will auto populate with the DOB associated with the client ID you entered.)
Patient Account #	Identification for a recipient assigned by a provider. If a patient account number is provided in this field it will print on the Remittance Advice (RA).
Referring Physician	NPI or Medicaid Provider ID of the Referring Provider. <ul style="list-style-type: none"> The referring physician must be enrolled with DMAP to comply with Affordable Care Act requirements.
Insurance Denied	This is the field that indicates if the TPL was denied or not. Valid options are Yes or No.
From Date*	Beginning date on which service was provided. Must be before today's date.
To Date*	Ending date on which service was provided. Must be after "from date" of service.
Expected Delivery Date	Pregnancy due date.
Accident Related To	Indicates whether service was performed as result of an accident.
Total Charges	Total dollar amount charged for the claim. Total charges are the sum of all charges and are derived from the detail Line Items. This field will not populate with total charges until the detailed line is completed.
TPL Amount	Dollar amount paid by any third-party resource (third-party liability, or TPL). This amount is the total payment received.
Plan Payment Amount	Dollar amount paid by recipient's OHP managed care plan. Displays for managed care plan submissions only.
Co-Pay Amount	Amount recipient is to pay for services rendered. (This will auto populate based on the client's benefit plan.)

Step 2: Enter diagnosis information

Click “add” to add a diagnosis. You may enter up to ten (10) diagnosis codes. Do not use decimals when entering diagnosis codes.

- Use ICD-9 codes for services on or before 9/30/2015.
- Use ICD-10 codes for services on or after 10/1/2015.

Field descriptions

Field	Description
Sequence	The sequence of the diagnosis (1 for primary, 2 for secondary, etc.). Used for the Diagnosis Code Pointer on the Professional Claim-Detail screen.
Diagnosis	Code indicates the diagnosis. Use the “search” hyperlink next to this field to look up the diagnosis.
Present on Admission	This field does not apply to professional claims.
Description	This field does not apply to professional claims.
ICD Version	Indicates whether the code selected is ICD-9 or ICD-10. (Read-only)

To add a diagnosis

Step	Action	Response
1	Click the Add button.	Diagnosis field is activated for data entry.
2	Enter the Sequence and Diagnosis. Or, use the diagnosis search.	Diagnosis displays.

To delete a diagnosis

Step	Action	Response
1	Choose the line item to be deleted.	Data populates fields in the Diagnosis screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	The system will indicate the deletion with a “D” on the line item. It will be removed from the claim once the claim is resubmitted or adjusted.

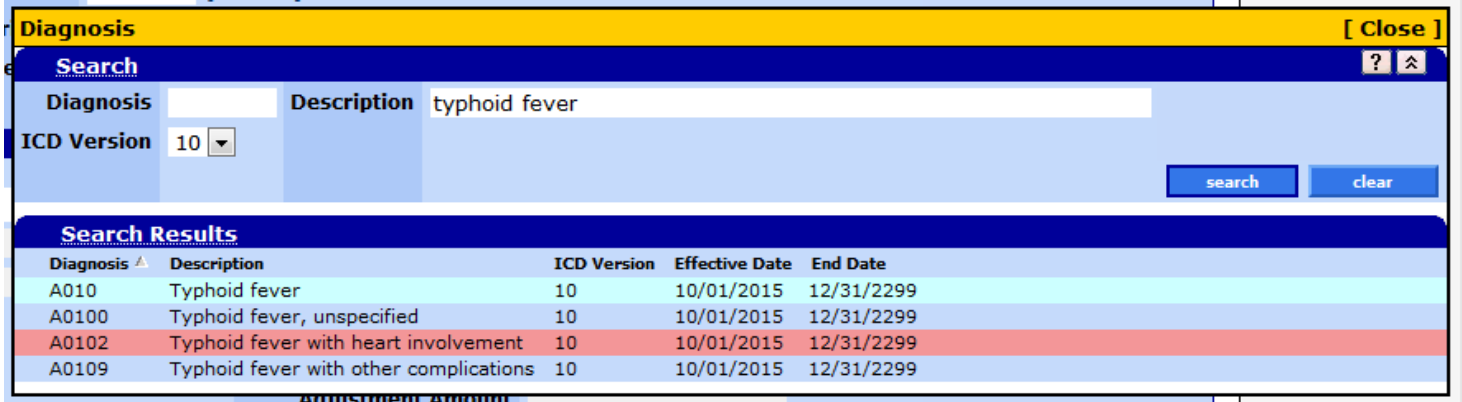
To update a diagnosis

NOTE: To update the sequence, you will need to delete line items and re-add them in the correct order.

Step	Action	Response
1	Choose the line item to be updated.	Data populates detail fields in the Diagnosis screen.
2	Enter updated data in the Diagnosis field.	Diagnosis will display.

Diagnosis → Search screen

This screen allows you to verify and look up a diagnosis code.



To look up a diagnosis via the search screen

Step	Action	Response
1	Click the Add button.	Search hyperlink is activated for selection.
2	Click the “search” hyperlink.	Diagnosis search screen displays.
3	Enter either a diagnosis code or a diagnosis description, then select ICD Version 9 or 10. Then click search.	Search display diagnosis options.
4	Click on the line item that displays the most appropriate diagnosis.	Diagnosis code and description displays.

Step 3: Enter third-party liability (TPL) information

This screen allows you to add third party liability (TPL, or third party resource) information. Click “add” to add TPL information. You can enter a line of TPL information for each payer other than OHA.

This includes Medicare supplement plans.

Do not enter Medicare as TPL; enter Medicare information in the Medicare information section of the Web claim.

If applicable, TPL must be entered on each claim.

- If a third-party or other insurance did not make payment or made a partial payment, you must enter the appropriate HIPAA Adjustment Reason Code (ARC). This code identifies the detailed reason the other payer(s) did not make a payment.
- For a complete list of HIPAA ARCs, go to the Washington Publishing website at www.wpc-edi.com.

Note: Do not enter client liability (e.g., copayments) on the claim.

Field descriptions

Field	Description
Last Name	The TPL insured's last name.
First Name, MI	The TPL insured's first name and middle initial
Date of Birth	The TPL insured's date of birth.
Relationship	The TPL insured's relationship.
Policy Number	The TPL insured's policy number.
Plan Name	The TPL insured's plan name.
Adjustment Reason Code*	HIPAA Adjustment Reason Code (ARC) identifying how TPL processed the claim. Use the "search" link to find the most appropriate ARC.
Adjustment Group Code	Review primary EOB for use of appropriate Adjustment Group Code.
Adjustment Amount	Amount adjusted off based on primary payment.

To add a TPL

Step	Action	Response
1	Click the Add button.	TPL fields are activated for data entry.
2	Enter the last name, first name, MI, DOB, Relationship, Policy number, and plan name.	The TPL data displays as a line item.
3	Select the Add button again (only when there is more than one TPL).	Line item displays.

To delete a TPL

Step	Action	Response
1	Choose the TPL line item to be deleted.	Data populates fields in the TPL screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	

To update a TPL

Step	Action	Response
1	Choose the TPL line item to be updated.	Data populates fields in the TPL screen.
2	Type updated data in the TPL fields.	TPL information displays.

Step 4: Enter Medicare information

Medicare information is only required when you bill for a client who is eligible for both Medicare and Medicaid services.

- Normally, when you submit your Medicare Part B (outpatient health care expense including provider fees) claim to Medicare, Medicare transmits the billing information to OHA electronically. This transmission is called a "crossover."

- If the claim does not automatically crossover, you must bill OHA separately and indicate what Medicare paid. Enter the Medicare information for the entire claim in the Medicare Information screen. This includes information on Medicare replacement plans.

You must complete this section when:

- Medicare transmits incorrect information to OHA; or
- OHA did not receive a crossover claim from Medicare; or
- You billed an out-of-state Medicare carrier or intermediary.

Medicare information screen

This screen is used to report the total amount paid by Medicare for the entire claim. This information can be found on the Medicare EOMB.

Medicare Information					
Medicare Paid Date	Coinsurance Amount	Deductible Amount	Psychiatric Amount	Paid Amount	
A	\$0.00	\$0.00	\$0.00	\$0.00	
Select row above to update.					
Medicare Paid Date	<input type="text"/>	Coinsurance Amount	<input type="text"/>		
Psychiatric Amount	<input type="text"/>	Deductible Amount	<input type="text"/>		
Paid Amount	<input type="text"/>				

Field descriptions

Field	Description
Medicare Paid Date	The date Medicare paid for the services.
Psychiatric Amount	The Medicare psychiatric charge.
Paid Amount	The dollar amount paid by Medicare for the services.
Coinsurance Amount	Amount that represents the member's coinsurance payment.
Deductible Amount	The amount a Medicare client with no Medicaid benefits would have to pay before Medicare pays anything.

Step 5: Enter detail lines

This screen allows you to enter multiple detail lines. Enter information for the first detail line. Click the “add” button for each additional detail line.

Detail						
Item	Procedure	Units	Charges	Status	Allowed Amount	
A	1	0	\$0.00		\$0.00	
Type data below for new record.						
Item	1			Emergency	No	
From DOS*	<input type="text"/>			Pregnancy	<input type="text"/>	
To DOS*	<input type="text"/>			EPSDT Ref	None	
Units*	0			EPSDT Family Planning	<input type="text"/>	
Units Qualifier	<input type="text"/>			Allowed Amount		\$0.00
Charges*	\$0.00			CoPay Amount	\$0.00	
Rendering Physician	<input type="text"/>			Adjustment Reason Code	<input type="text"/>	
Status				Adjustment Amount		\$0.00
Diagnosis Code Pointer	<input type="text"/>			Medicare Paid Date	<input type="text"/>	
Modifiers	<input type="text"/>			Deductible Amount		\$0.00
POS*	<input type="text"/>			Coinsurance Amount		\$0.00
Procedure*	<input type="text"/>			Medicare Paid Amount		\$0.00
NDC	<input type="text"/>			Medicare Psych Amount		\$0.00
NDC UOM	<input type="text"/>					
NDC Quantity	0					
Tpl Amount	\$0.00					
Plan Payment Amount						

Field descriptions

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
Item	The number of the detail line. <i>Read-only</i>
From DOS*	Beginning date on which service was provided.
To DOS*	Ending date on which service was provided
Units*	Number of units billed for the service <ul style="list-style-type: none"> For anesthesia codes (00100-011996), bill time in minutes when appropriate. OHA will convert minutes to units.
Charges*	Total dollar amount charged for the services.
Rendering Physician (required for claims submitted by clinic, group or OHA-approved facilities for services rendered by enrolled OHA providers)	NPI or Medicaid Provider ID of the rendering provider. This field is required when you need to indicate who in the clinic, group or OHA-approved mental health or chemical dependency facility actually performed/rendered the service. <ul style="list-style-type: none"> When the rendering provider is under direct supervision (<i>e.g.</i>, resident at a teaching hospital), enter the supervising physician's information. For medical claims, the rendering provider must be enrolled with OHA and have their ID number reported in this field to ensure appropriate claim processing. For chemical dependency or mental health claims, only rendering providers who meet OHA's certification or enrollment criteria are required to enroll with OHA and have their ID numbers reported in this field.
Status	Claim status on the detail line. <i>Read-only</i>
Diagnosis Code Pointer	Indicates the sequence number(s) of diagnosis (referring to the Claim-Diagnosis screen) for which services were provided.
Modifiers	Code used to further define a procedure provided. You can use the [search] link next to this field to search for a modifier by code or description.
POS*	2-digit place of service code (POS) is used for the location where service was rendered. You can use the [search] link next to this field to search for a POS code by code or description.
Procedure*	Code that identifies the service provided. You can use the [search] link next to this field to search for procedure codes by code or description.
NDC	National Drug Code (NDC) that identifies the drug administered (for outpatient services only). You can use the Drug Search screen to find a drug by NDC or name. <ul style="list-style-type: none"> The "N4" qualifier is not required on Web portal claims. Enter NDC in 5-4-2 format (add leading zeroes as needed), without dashes. OHA only pays for drugs that are rebateable (<i>i.e.</i>, part of the federal Medicaid Drug Rebate Program). To verify that an NDC is rebateable, search for it in the CMS rebate drug product data file on the CMS Medicaid Drug Rebate Program Data page. If the NDC is on file, it is rebateable.
NDC UOM	Code that identifies the NDC Unit of Measure.
NDC Quantity	Number that identifies NDC quantity (fractional units limited to 3 digits after the decimal)
TPL amount	Enter the amount paid by third party for the individual procedure codes.

Field	Description
Emergency	Indicates whether service was provided as result of emergency situation. Valid values: Yes, No.
Pregnancy	Indicates whether service is related to condition of being pregnant.
EPSDT Ref	Not used
EPSDT Family Planning	Not used
Allowed Amount	Amount approved to pay for services provided. <i>Read-only</i>
Copay Amount	Amount paid by recipient for services performed. <i>Read-only</i>
Adjustment Reason Code (only when Medicare is the primary payer)	Enter ARC to describe why Medicare did not make payment. <ul style="list-style-type: none"> ARC codes are used in place of the unique 2-digit code on paper claims. A complete list of ARC codes can be found by using the Web claims search feature or at www.wpc-edi.com. If entering an ARC for multiple payers, select the code that is most appropriate.
Adjustment Amount	Amount adjusted for the reason code entered above.
<i>The following information is required for Medicare-Medicaid claims only.</i> Amounts entered for the claim details should correspond to the total amount entered on the Medicare Information screen.	
Medicare Paid Date	The date Medicare paid for the services.
Deductible Amount	The amount a Medicare client with no Medicaid benefits would have to pay before Medicare pays anything.
Coinsurance Amount	Amount that represents the member's coinsurance payment.
Medicare Paid Amount	The dollar amount paid by Medicare for the services.
Medicare Psych Amount	The Medicare psychiatric charge.

To add a detail line item

Step	Action	Response
1	Click the Add button.	Detail screen activates fields for data entry.
2	Enter data in the required fields (From DOS, To DOS, Units, Charges, Rendering Physician, POS, and Procedure).	
3	Enter data in the remaining fields that are applicable (Diagnosis Code Pointer, Modifier, Emergency, Pregnancy, EPSDT Ref).	

To delete a detail line item

Step	Action	Response
1	Choose the line item to be deleted.	Data populates fields in the Detail screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	(The system will indicate the deletion with a "D" on the line item. It will be removed when the claim is resubmitted or adjusted.)

To update a detail line item

Step	Action	Response
1	Choose the line item to be updated.	Data populates detail fields in the Detail screen.
2	Enter updated data in the From DOS, To DOS, Units, Charges, Rendering Physician, POS, and	

Step	Action	Response
	Procedure fields.	
3	Enter updated data in the remaining fields that are applicable or select the most appropriate data from the drop-down lists (Diagnosis Code Pointer, Modifier, Emergency, Pregnancy, EPSDT Ref).	

Step 6: Enter notes about hard copy attachments

This screen is not currently used by Medicaid. If you need to send hard copy attachments (e.g., sterilization consent form) for a claim, **submit the claim on paper with the attached documentation, or use the EDMS Coversheet** to fax the documentation to OHA. See Appendix for paper claim instructions.

Field descriptions

Field	Description
Control Number	Attachment/Paperwork Identifier selected by the user to identify a document that they intend to send in. <ul style="list-style-type: none"> This identifier is not used by the system. Attachments are associated to a claim through the EDMS coversheet by the claim ICN.
Transmission	Code defining timing, transmission method or format of attachment/paperwork.
Report Type	Code describing the type of attachment /paperwork.
Description	Additional notes about the attachment /paperwork.

Step 7: Submit claim and review claim status information

Before you click “Submit,” claim status information displays as follows:

Click the “Submit” button at the bottom of the screen to submit the claim. If the claim encounters an error (i.e. missing information), a message will display at the top of the claim.

Claim status information

Claim processing is real-time, and you can immediately view the status of the claim:

- The Claim Status Information screen displays information regarding the claim status after the claim has been processed. For example, the claim status may show that the claim has been 1) paid, 2) denied, or 3) suspended (pending).

“Cover Sheet for Supporting Documentation” button

If you need to send hard copy attachments (e.g., sterilization consent form) for a claim, this button allows you to print off an EDMS coversheet use as the coversheet for the supporting documentation you mail or fax in. The system will populate the ICN and mark the “Supporting documentation” checkbox for you.

HIPAA Adjustment Reasons

If there are Adjustment Reason Codes, they will also display on this screen.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2211172000161	
Paid Date	06/24/2011	
Allowed Amount	\$61.20	
Coversheet for supporting documentation		
HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
1	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
2	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
2	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
<input type="button" value="cancel"/> <input type="button" value="adjust"/> <input type="button" value="void"/> <input type="button" value="copy claim"/>		

Field descriptions

Field	Description
Claim Status	The detailed description of the status of the claim.
Claim ICN	Internal control number that uniquely identifies a claim.
Paid Date	The date that the claim was paid.
Allowed Amount	The dollar amount allowed for the claim.
Coversheet for supporting documentation	Link to the coversheet used when submitting claim attachments
Detail Number	The claim detail on which the EOB posted.
Code	The Explanation of Benefit code.
Description	The description of the EOB code.

Paid claim

The claim status, ICN, paid date, allowed amount, and HIPAA Adjustment Reason Codes (ARCs) display on all paid claims. The “cancel,” “adjust,” “void,” and “copy claim” buttons at the bottom of the claim will activate. See the [Claim Adjustment Handbook](#) for more information about adjust and void.

- The claim will not show the amount paid, only OHA’s allowed amount. You will need to refer to the Remittance Advice for the paid amount.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2211172000161	
Paid Date	06/24/2011	
Allowed Amount	\$61.20	
Coversheet for supporting documentation		
HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
1	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
2	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
2	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
<input type="button" value="cancel"/> <input type="button" value="adjust"/> <input type="button" value="void"/> <input type="button" value="copy claim"/>		

Denied claim

The claim status, ICN, denied date, allowed amount and HIPAA Adjustment Reason Codes (ARCs) display on all denied claims. The “re-submit” button at the bottom of the claim will activate. “Re-submit” allows you to correct the denied claim and re-submit it as an original, new claim.

Claim Status Information		
Claim Status	DENIED	
Claim ICN	4008154867532	
Denied Date	07/18/2008	
Allowed Amount	\$0.00	

HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	23	The impact of prior payer(s) adjudication including payments and/or adjustments.
1	16	Claim/service lacks information which is needed for adjudication. At least one Remark Code must be provided (may be comprised of either the Remittance Advice Remark Code or the Remark Code).
2	16	Claim/service lacks information which is needed for adjudication. At least one Remark Code must be provided (may be comprised of either the Remittance Advice Remark Code or the Remark Code).
3	16	Claim/service lacks information which is needed for adjudication. At least one Remark Code must be provided (may be comprised of either the Remittance Advice Remark Code or the Remark Code).
4	B13	Previously paid. Payment for this claim/service may have been provided in a previous payment.

re-submit cancel

Suspended claim

Suspended means the claim is still in process. The claim status, ICN and allowed amount display on suspended claims. Suspended claims can ONLY be viewed. No action buttons display at the bottom of the claim until after the claim is processed (paid or denied) by an OHA Adjustment Analyst.

Claim Status Information		
Claim Status	SUSPENDED	
Claim ICN	2212087001359	
Allowed Amount	\$0.00	

Coversheet for supporting documentation

HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
1	31	Patient cannot be identified as our insured.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).

How to resubmit a denied claim

After a claim has denied, two (2) buttons will be displayed at the bottom of the screen: 1) Re-submit and 2) Cancel.



To resubmit a denied claim

Step	Action	Response
1	Enter data in all required and/or applicable fields. <ul style="list-style-type: none"> Professional Claim Header Diagnosis Third-Party Liability (TPL) Medicare Information Detail Hard Copy Attachments 	
2	Click the resubmit button.	New claim status information displays with new ICN, status, and EOB Information.

How to copy a paid claim

The copy button allows you to make an exact duplicate of an existing claim. Once copied, you can update the claim data and submit the copied claim as a new claim.

- This feature saves time because you do not have to enter all new data, but you must make sure to update all relevant data. Once the new claim is processed, a new ICN will display.

Step	Action	Response
1	Select the copy button.	The screen will refresh and display an exact copy of the claim. Data fields are activated to update pertinent information. You will now see “submit” and “cancel” in the lower right of the claim.
2	Update all required and/or applicable fields. <ul style="list-style-type: none"> • Professional Claim Header • Diagnosis • Third-Party Liability (TPL) • Medicare Information • Detail • Hard Copy Attachments 	
3	Click the submit button.	The claim ICN, status, and/or error code is returned.

Appendix

Provider Web Portal resources

Self-study guides and quick reference

Go to the Provider Web Portal page at www.oregon.gov/OHA/HSD/OHP/pages/webportal.aspx.

Video training

View the “Oregon Health Plan” provider training videos on the OHA YouTube channel at www.youtube.com/playlist?list=PL7mua_4kMbMqaLy0gARbaM-WWn7P-Z7-S.

Quick reference: Submitting a professional claim

Step	Action	Response
1	Click the Claims menu.	The Claims menu options display.
2	Click Professional.	The Professional claim displays.
3	Enter data in the recipient ID, patient account number, from date, and to date fields.	
4	Add a diagnosis code.	Diagnosis displays.
5	Add TPL, if applicable.	TPL displays, if applicable.
6	Enter the detail line item information (from DOS, to DOS, units, charges, POS, and procedure code).	Line item information displays.
7	Enter data in the remaining fields, if applicable (rendering provider, diagnosis code pointer, modifier, emergency, pregnancy, and EPSDT family planning).	
8	Enter the HIPAA ARC code that identifies the detailed reason the claim adjustment was made.	
9	Click the submit button.	The claim ICN, status, and/or error code is returned.

Quick reference: How to submit a Medicare-Medicaid claim

Step	Action	Response
1	Go to the Claims menu.	The Claims menu options display.
2	Click Professional.	The Professional claim displays.
3	Enter data in the client ID, from date, and to date fields.	
4	Add a diagnosis code.	Diagnosis displays.
5	Add TPL, if applicable.	TPL displays, if applicable.
6	On the Medicare Information screen, enter the Medicare paid date, total amount for allowed amount, and coinsurance/deductible amounts.	Medicare information displays.
7	Enter the detail line item information (from DOS, to DOS, units, charges, POS, procedure code).	Line item information displays.
8	Enter data in the remaining fields, if applicable (rendering provider, diagnosis code pointer, modifier, emergency, pregnancy, and EPSDT family planning).	
9	Enter the HIPAA ARC code that identifies the detailed reason the claim adjustment was made. <ul style="list-style-type: none"> If Medicare made no payment or partial payments, use an ARC to explain why. 	
10	Enter Medicare paid date, enter total amount for allowed amount, paid amount, and coinsurance/deductible amounts. Note: Report individual detailed line item amounts paid by Medicare for each service. This information is found on the Medicare EOMB.	
11	Click the submit button.	The claim ICN, status, and/or error code is returned.

Paper billing instructions

You only need to bill on paper when you need to submit hard-copy attachments, bill for claims over a year old, or as instructed by OHA for special handling.

Accepted forms

OHA only accepts commercially-available versions of the 2/12 CMS-1500 claim form.

- We will return invoices and claims submitted in any other formats with a request to re-submit the claim on the correct form.
- OHA does not supply this form. This federal form is available through local business forms suppliers, the Oregon Medical Association, or by calling the U.S. Government Printing Office at 202-512-1800.

Starting January 1, 2016, OHA will only accept versions of the OHP 505 form revised 8/15 or later.

- We will return claims submitted on previous versions with a request to resubmit them on the correct form.
- This form is available on the OHP Forms page at www.oregon.gov/OHA/HSD/OHP/Pages/forms.aspx.

Important notes about paper claim processing

Each claim is a complete billing document. Do not submit multi-page claims. If you do not have enough space on the form to bill all procedures provided, complete a new billing form for the rest of the procedures, or use the Provider Web Portal. Do not “carry over” totals from one claim to another.

OHA processes all hardcopy claims using Optical Character Recognition (OCR) scanning. To avoid processing delays, use red-ink claim forms (not black and white copies) and make sure information is left-aligned in the following fields:

Field	Box number	
	CMS-1500	OHP 505
Client ID	1a	3
Patient Name	2	1
Dates of service - For detail line 1 only	24A	22A

If your forms are not to scale, or if the fields on your form are not correctly aligned, OHA will manually enter your claim, which may delay processing of the claim.

If any claim information is handwritten, write clearly and in the appropriate box. Client identification numbers are alpha numeric so it can be difficult to distinguish between the number zero (“0”) and the letter “O”, the number one (“1”) and the letter “I”, or the number five (“5”) and the letter “S”. These errors can cause a claim to deny.

CMS-1500 Health Insurance Claim Form (revised 2/12)

Shaded boxes are fields OHA uses to process your claim; your claim may suspend or deny if information in this box is missing or incomplete. Non-required fields will be ignored.

HEALTH INSURANCE CLAIM FORM											
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12											
PICA <input type="checkbox"/>					PICA <input type="checkbox"/>						
1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/>					1a. INSURED'S I.D. NUMBER 1a (For Program in Item 1)						
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 2					3. PATIENT'S BIRTH DATE MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		4. INSURED'S NAME (Last Name, First Name, Middle Initial)				
5. PATIENT'S ADDRESS (No., Street)					6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street)				
CITY		STATE			8. RESERVED FOR NUCC USE		CITY		STATE		
ZIP CODE		TELEPHONE (Include Area Code)					ZIP CODE		TELEPHONE (Include Area Code)		
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)					10. IS PATIENT'S CONDITION RELATED TO:		11. INSURED'S POLICY GROUP OR FECA NUMBER				
a. OTHER INSURED'S POLICY OR GROUP NUMBER					a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO		a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		b. OTHER CLAIM ID (Designated by NUCC)		
b. RESERVED FOR NUCC USE					b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State) _____		c. INSURANCE PLAN NAME OR PROGRAM NAME				
c. RESERVED FOR NUCC USE					c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO		d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes, complete items 9, 9a, and 9d.</i>				
d. INSURANCE PLAN NAME OR PROGRAM NAME					10d. CLAIM CODES (Designated by NUCC)		13. 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 to myself or to the party who accepts assignment below.		SIGNED _____		
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 benefits either to myself or to the party who accepts assignment below.											
SIGNED _____					DATE _____						
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL: _____					15. OTHER DATE MM DD YY QUAL: _____		16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY				
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE					17a. _____		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY				
17b. NPI _____							20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES _____				
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)					21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. _____		22. RESUBMISSION CODE _____ ORIGINAL REF. NO. _____				
A. _____ B. _____ C. _____ D. _____					E. _____ F. _____ G. _____ H. _____		23. PRIOR AUTHORIZATION NUMBER _____				
I. _____ J. _____ K. _____ L. _____											
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY		B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER		E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSSDT Family Plan	I. ID. QUAL	J. RENDERING PROVIDER ID. #
24A		24B		24D		24E	24F	24G	NPI	24J	
									NPI		
									NPI		
									NPI		
									NPI		
									NPI		
									NPI		
25. FEDERAL TAX I.D. NUMBER		SSN EIN <input type="checkbox"/>	26. PATIENT'S ACCOUNT NO.		27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO		28. TOTAL CHARGE \$ 28	29. AMOUNT PAID \$	30. Rsvd for NUCC Use \$		
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)					32. SERVICE FACILITY LOCATION INFORMATION		33. BILLING PROVIDER INFO & PH # 33				
SIGNED _____					a. NPI _____		a. NPI _____		b. _____		
DATE _____					b. _____		b. _____				

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE

OHP 505 form (revised 7/16)

Shaded boxes are fields OHA uses to process your claim; your claim may suspend or deny if information in this box is missing or incomplete.

Medicare/Medicaid Billing Invoice for Medical Practitioner Claims											
1. Patient's Name (Last, First, MI) 1			2. Patient's birthdate/sex MM DD YY M <input type="checkbox"/> F <input type="checkbox"/>			3. Oregon Medicaid ID (include all 3 numbers)					
4. Patient's address (number, street) City State ZIP code Phone (Area Code)			5. Patient's relation to insured Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>			6. Insured's Name (Last, First, MI) 8. Insured's address (number, street) City State					
9. Other insured's name (Last, First, MI) Other insured's plan address (number, street) City State			7. Was condition related to: a. Patient's employment Y <input type="checkbox"/> N <input type="checkbox"/> b. Accident Auto <input type="checkbox"/> Other <input type="checkbox"/>			7. Was condition related to: a. Other insured's plan name ZIP code Phone (Area Code) b. Other insured's policy number 10. Insured's group # (or group name)					
<p align="center">READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.</p> 11. 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 benefits either to myself or to the party who accepts assignment below. Signed _____ Date _____											
13. Date of current: MM DD YY			14. If emergency, check here <input type="checkbox"/>			15. First date patient had same or similar illness MM DD YY					
16. Name of referring provider or other source 16a. _____ 16b. NPI: _____			17. Dates patient unable to work in current occupation From MM DD YY To MM DD YY			20. Hospitalization dates related to current services From MM DD YY To MM DD YY					
18. Outside lab? Yes <input type="checkbox"/> No <input type="checkbox"/> \$ Charges			19. Prior authorization number			21. Diagnosis or nature of illness or injury: Relate items A-L to service line below (22D) 21					
A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____											
22. A. Date(s) of service From MM DD YY To MM DD YY		22B. B. Place of service		22C. C. Procedures, services or supplies (explain unusual circumstances) CPT/HCPCS Modifier		22D. D. Diagnosis pointer	22E. E. Days or units	22G. G. Charges billed Medicare	22H. H. Medicare's allowed charges	I. Rendering provider number OHA ID: NPI:	
22A		22B		22C		22D	22E	22G	22H	OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
										OHA ID: NPI:	
23. Federal Tax ID #			SSN EIN			24. Total charge 24		25. Total Medicare payment 25			
26. Patient's account #			27. Accept assignment? Y <input type="checkbox"/> N <input type="checkbox"/>			28. Ins (not Medicaid/Medicare)		29. Reserved 29			
30. Service facility location information				31. Billing provider information and phone number 31				32. Provider certification By completing this form and entering my provider identification, I certify that the statements on the reverse apply to this bill and are made a part thereof.			
NPI #		OHA #		NPI #		OHA #					

OHP 505 (Rev. 07/16)

Required CMS-1500/OHP 505 fields

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable. Non-required fields will be ignored.

Make sure information is left-aligned and correctly placed in fields marked "**Left-align.**" Misaligned information in these fields will delay processing.

Box		Field	Description
CMS-1500	OHP 505		
1 a	3	Insured ID Number *Left-align	Use the eight (8)-digit Client ID Number. The number is printed on the Oregon Health ID (formerly the Medical Care ID). It can also be obtained through the Automated Voice Response (AVR) at 866-692-3864, or the Provider Web Portal at https://www.or-medicaid.gov .
2	1	Patient's Name *Left-align	Enter the client name exactly as it is printed on the Medical Care ID. DO NOT use "nicknames".
9	9	Other Insured's Name	If the client has other medical coverage, enter the appropriate two (2)-digit explanation code for third-party liability (TPL). This code explains both insurance actions.
10	7	Is Patient's Condition Related To:	Check the appropriate box when an injury is involved.
17	16	Name of Referring Physician or Other Resource	Enter the name of the referring provider.
17 a	16a	ID Number of Referring Physician	Enter the six (6)- or nine (9)-digit Oregon Medicaid provider number of the referring provider. <ul style="list-style-type: none"> The referring provider must be enrolled with OHA to comply with Affordable Care Act requirements.
17 b	16b	NPI of Referring Physician	Enter the referring physician's 10-digit National Provider Identifier (NPI).
21	21	Diagnosis or Nature of Injury	Enter the primary diagnosis/condition of the client by entering current ICD-9- or ICD-10-CM codes. The diagnosis code must be the reason chiefly responsible for the service being provided as shown in the medical records. <ul style="list-style-type: none"> Use ICD-9 codes for services on or before 9/30/2015. Use ICD-10 codes for services on or after 10/1/2015. enter up to twelve (12) codes in priority order. Carry out codes to their highest degree of specificity. DO NOT enter the decimal point. <p><i>Exceptions:</i> Transportation providers and Lifeline providers do not need to provide diagnosis information.</p>
23	19	Prior Authorization Number	If the service was prior authorized, enter the ten (10)-digit Prior Authorization number issued for the service.

Box		Field	Description
CMS-1500	OHP 505		
24	22	Supplemental information	<p>In the shaded area above each detail line, enter supplemental information (e.g., NDC codes, vendor numbers, anesthesia units) about the service rendered. Enter the appropriate qualifier(s), followed by the information.</p> <ul style="list-style-type: none"> • If entering more than one item of information on a line, make sure each item begins with a qualifier and is separated by at least 1 blank space from other items on the same line. • See <i>Appendix</i> for more information about entering supplemental information.
24 A	22A	Dates of Service *Left-align for line item 1	<p>This box must list numeric dates of service. If you use “From – To” dates, a service must be on consecutive days and provided no more than once per day. As example:</p> <ul style="list-style-type: none"> • Correct: 05-01-16 thru 05-05-16 (5 units) • Incorrect: 05-01-16 thru 05-06-16 (5 units)
24 B	22B	Place of Service	<p>List the two (2)-digit Place of Service (POS) code for where the service was provided. Use the standard CMS codes available in your CPT or HCPCS book or the CMS website at www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeeSched/Downloads/Website-POS-database.pdf.</p>
24C	14	Emergency Flag	<p>If the service was provided in an emergency situation, flag as follows:</p> <ul style="list-style-type: none"> • CMS-1500: Enter a “Y” in this box. • OHP 505: Check this box.
24 D	22C	Procedures, Services, or Supplies	<p>List the five (5)-digit procedure code for the service provided. Use only CPT or HCPCS codes. Add up to two (2) national modifiers.</p> <ul style="list-style-type: none"> • For physician-administered drugs: Enter modifier UD for drugs purchased for Medicaid clients through a 340B entity.
24 E	22D	Diagnosis Pointer	<p>Only list one (1) letter that cross-references the diagnosis as listed in Box 21. DO NOT enter the actual diagnosis code here.</p> <p><i>Exceptions:</i> Transportation providers and Lifeline providers do not need to provide diagnosis information.</p>
24 F	N/A	\$ Charges	<p>Enter the total usual and customary charge for each line item. OHA will not calculate your charge if billing for more than 1 item (unit).</p>

Box		Field	Description
CMS-1500	OHP 505		
24 G	22E	Days or Units	<p>This number must match the number of days being provided as indicated in the Dates of Service field.</p> <ul style="list-style-type: none"> As example: Procedure code 97110 (therapeutic exercise), 1 unit = 15 minutes, you treated the patient for 45 minutes, the number of units you must record is 3, not 1. The units must match the number of consecutive days. <p>For anesthesia codes (00100-011996), bill time in minutes when appropriate. OHA will convert minutes to units.</p>
N/A	22 G	Charges Billed Medicare	Enter the amount you billed Medicare for each service provided.
N/A	22 H	Medicare's Allowed Charges	Enter the amount Medicare allowed for each service provided.
24 H	22F	EPSDT Family Planning	Enter a Y in this Box only if the services are related to Family Planning or Early Periodic Screening Diagnosis Treatment (EPSDT).
24 J	22I	Rendering Provider ID (required for claims submitted by clinic, group, or OHA-approved facilities for services rendered by enrolled Oregon Medicaid providers)	<p>List the six (6)- or nine (9)-digit Oregon Medicaid rendering provider number in the shaded half of the field, and the NPI registered with the Oregon Medicaid ID in the non-shaded half of the field. When clinics, group practices, or OHA-approved mental health and chemical dependency facilities bill OHA using their specific billing provider number in Box 33, they must complete this field to indicate who performed the service being billed.</p> <ul style="list-style-type: none"> When the rendering provider is under direct supervision (<i>e.g.</i>, resident at a teaching hospital), enter the supervising physician's information. For medical claims, rendering providers must be enrolled with OHA and have their ID numbers reported in this field to ensure appropriate claim processing. For chemical dependency or mental health claims, only rendering providers who meet OHA's certification or enrollment criteria are required to enroll with OHA and have their ID numbers reported in this field.
26	26	Patient's Account No.	If a patient account number is provided in this box, OHA will print it on the Remittance Advice (RA).
28	24	Total Charge	Enter the total amount for all charges listed in Box 24F. All lines listed under Box 24F should add up to the total amount billed.
N/A	25	Total Medicare Payment	Enter the total amount paid by Medicare. DO NOT enter the amount of write-offs.

Box		Field	Description
CMS-1500	OHP 505		
29	28	Amount Paid	<p>Enter the total amount paid by any prior resource(s).</p> <p>These DO NOT include:</p> <ul style="list-style-type: none"> • Medicare payments. • OHP copayments. • Previous payment amounts made by OHA. • Contract write-offs required by other payers.
30	29	Reserved (Balance Due)	<p>Enter the total balance due.</p> <ul style="list-style-type: none"> • CMS-1500: This field is not required. • OHP 505: Box 24 minus the total of Boxes 25 and 28 equals Box 29, “balance due”.
33	31	Billing Provider’s NPI and Oregon Medicaid ID	<p>If you have an NPI, you must enter the ten (10)-digit number in part “a” of this field. In part “b” of this field, you must enter your six (6)- or nine (9)-digit Oregon Medicaid billing or performing provider number. OHA will pay this provider.</p> <ul style="list-style-type: none"> • If you leave part "b" blank, OHA will use the NPI in part "a" to process your claim, which may result in OHA processing the claim under the wrong provider number.

Helpful tips

Additional information is available on the OHP website at www.oregon.gov/OHA/HSD/OHP. Click on “Tools for Providers,” then “Billing tips.”

READ your provider guidelines! Pay special attention to the billing instructions. Be sure you have the most current rulebook and supplemental information that are in effect for the date of service you are billing for.

- Provider guidelines are available on the OHP website. Click on “Tools for Providers,” then “Policies, rules and guidelines.” Click “Provider guidelines” for a list of current guideline pages.
- If you do not have internet access, you may contact us at 800-527-5772 and ask to have provider guidelines mailed to you.

VERIFY client eligibility on the date of service.

Use one of the services listed on the OHP Eligibility Verification Web page at www.oregon.gov/OHA/HSD/OHP/Pages/Eligibility-Verification.aspx.

- **Provider Web Portal:** Go to <https://www.or-medicaid.gov>;
- **Automated Voice Response (AVR):** Call 866-692-3864;
- **270/271 EDI transaction:** Available to approved Electronic Data Interchange (EDI) providers. Go to www.oregon.gov/OHA/HSD/OHP/Pages/edi.aspx for more EDI information.

The client name and number on the claim needs to match the name and number on the Oregon Health ID. A Client ID number is always eight characters and is listed on the front of the Oregon Health ID. The General Rules supplemental information book shows an example of an Oregon Health ID.

BEFORE billing OHA...

- **MAKE SURE** that you billed prior resources and reported the correct dollar amount.
- **DO NOT** attach prior resource EOBs unless specifically requested.
- **ALWAYS USE** the correct 2-digit explanation code (for paper claims) or ARC (for electronic claims) when the client has TPL. If the client has TPL, you must enter the appropriate code even when the TPL made no payment. Always enter a code if the client has more than one TPL available.

USE commercially available “red form” versions of the CMS-1500 (not black and white copies).

USE only one prior authorization number.

ALWAYS ENTER the Oregon Medicaid 6- or 9-digit provider number you want OHA to send payment to in the Billing Provider field. It is crucial that you list this information. An invalid or missing provider number could delay your payment, make payment to a wrong provider or deny your payment.

- If the rendering provider is different from the billing provider, enter the rendering provider number in the Rendering Provider field.
- A rendering provider is the individual who provided the service; a “billing” provider bills on behalf of the rendering provider.

CHECK your claim form for legibility so that we can clearly read it. Avoid tiny print, print that overlaps onto a line, entering more than 6 lines per claim, and poorly hand written claim forms. Complete only the required boxes.

EACH CMS-1500 and OHP 505 is a complete billing document. If there is not enough space available on the form to bill all procedures provided **on the same date of service**, complete a new billing form for the rest of the procedures or submit the claim electronically.

READ the explanation of benefit (EOB) codes on your Remittance Advice. EOBs tell you what the error is, and if you should re-bill or submit an adjustment request.

CONTACT Provider Services at 800-336-6016 for assistance in completing your CMS-1500 or OHP 505, or other questions regarding a medical claim.

Supplemental information

Above each detail line on the CMS-1500 claim form and OHP 505 form, you can enter supplemental information about the service(s) rendered.

- If entering more than one item of information on a line, make sure each item begins with a qualifier and is separated by at least 1 blank space from other items on the same line.
- When entering supplemental information for NDC, add in the following order: N4 qualifier, NDC (in 5-4-2 format), one space, unit/basis of measurement qualifier, quantity. The number of digits for the quantity is limited to eight digits before the decimal and three digits after the decimal. If entering a whole number, do not use a decimal. Do not use commas.

OHA accepts the following types of supplemental information, accompanied by the appropriate qualifier:

Qualifier	Information Type
7	Anesthesia duration in hours and/or minutes with start and end times
ZZ	Narrative description of unspecified codes
N4	National Drug Codes (NDC). In addition, use the following qualifiers when reporting NDC units: <ul style="list-style-type: none">• F2 – International Unit• GR – Gram• ML – Milliliter• UN – Unit
VP	Vendor Product Number – Health Industry Business Communications Council (HIBCC)
OZ	Product Number Health Care Uniform Code Council – Global Trade Item Number (GTIN), formerly Universal Product Code (UPC)
CTR	Contract rate

Supplemental information examples

The following examples show how to enter different types of supplemental information as listed above. They are not meant to provide direction on how to code for specific services or claims.

Anesthesia Services – Payment based on minutes as units

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From To						PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
7Begin 1245 End 1415															
06	01	14	06	01	14	1		00770	MJ	1	### ##	90		NPI	123456 1234567890

Unspecified Code

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From To						PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
ZZ Kaye Walker															
06	01	14	06	01	14	4		E1399		1	### ##	1		NPI	123456 1234567890

NDC

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From To						PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
N412345678901 UN20															
MM	DD	YY	MM	DD	YY	1		J#####	UD [for 340B drugs]	1	### ##	20		NPI	1234567890

Vendor Product Number

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From To						PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
VPA122BIC5D6E7G															
06	01	14	06	01	14	1		A6410		1	## ##			NPI	123456 1234567890

Global Trade Item Number

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From To						PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
OZ00301134678906															
06	01	14	06	01	14	1		A6410		1	## ##	1		NPI	123456 1234567890