



PROVIDER ALERT



Alert #4 – 1-29-2009– HCAL, HCBK, HCCH, HCCMP, HCNC, HCNE, HCYA

UB-04 & CMS 1500 Required Field Reminder

This notice serves to inform providers of edits related to “required fields.” Please review the following information carefully to ensure your billing department captures all required elements.

Currently, providers who submit *original* claims to Community Care Behavioral Health do so by utilizing one of the following methods:

1. Submitting an 837 file directly.
2. Submitting an 837 file via a Clearinghouse.
3. Submitting claims via Provider Online.
4. Mailing Paper Claims.

The edit process, which is based upon providers populating “required fields,” begins once the file or claims are loaded in the claim system. “Required fields” are those fields that providers must populate when completing any type of file or claim submission to Community Care Behavioral Health. A listing of all “required fields” is available in the Community Care Provider Manual, which can be accessed via the Community Care website: <http://www.ccbh.com>. (See pages 9-15 of the Billing Excerpt).

At this time, Community Care is requesting that providers take the time to review the “required fields” located on the Community Care website. All providers must ensure that their 837 file, Provider Online claims entries, or paper claims, include all required field elements. **In instances in which a claim or file is received and all “required fields” are not populated, the claim or file will deny.** In order to receive payment, the provider will be required to submit a corrected claim within the timely file guidelines. There are no exceptions to the edit/denial process as the system has been augmented to deny any claims for which all “required fields” have not been populated.

Note: The listing of those claim fields required to ensure processing has not changed. Instead, the claims system has been upgraded to ensure denial of any claim that does not include all “required fields.”

For any questions related to this provider alert, please contact your respective Project Coordinator:

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