

Overview

The Claims department partners with the Provider Relations, Health Services and Customer Service departments to assist providers with any claims-related questions. The focus of the Claims department is to process claims timely, investigate the basis for any issues and correct their root causes.

The Plan has established toll-free telephone numbers for providers to access a representative in our Customer Service department. Please refer to the **Quick Reference Guide** for contact information.

Timely Claims Submission

Claims must be submitted within 180 days of the date of service, unless otherwise specified by the provider agreement. Calculation of timely filing is based on the date of discharge.

Harmony as secondary payer must receive claims within 90 days from the primary payer's processing date as shown on the primary's explanation of payment (EOP).

Clean Claims

Providers are required to submit clean claims. A clean claim is defined as a claim that can be processed without obtaining additional information from the provider of the service or from a third party.

Prompt Payment

Clean claims must be paid within the number of days specified in the contractual payment arrangement between the provider and health carrier. Interest is to be paid to the provider based on the number of days that have elapsed between the date payments are due, based on the contractual payment arrangement entered into, and the date payment is made.

Claim Submission Format

Claims may be submitted to the Plan in one of the following formats:

- Electronic Claims Submission (EDI)
- CMS 1500 form. Ensure you use the most

current version. The footer should contain the following designation:

APPROVED OMB-0938-0999 FORM CMS-1500 (08-05).

- UB-04 form (replaced the UB-92 form).

All providers are required to use the standard CMS codes for ICD9, CPT and HCPCS regardless of the type of submission.

The largest driver of payment turnaround time is the accuracy of the data on the claim, regardless of whether it is an electronic or paper claim submission. To assist providers in submitting the correct data in the correct fields on a claim, the Plan has prepared claim submission guidelines. These guidelines identify key fields the Plan requires to be filled for claims processing as well as the data source to complete the field.

Provider ID and NPI Requirements

The Plan requires the use of the National Provider Identifier (NPI) on all claim submissions, both electronic and paper.

- If submitting claims electronically, there is a required field in the file format for the referring, rendering or billing NPI numbers.. Providers are encouraged to verify that their software management tool or clearinghouse is placing it in the correct field.
- Providers submitting paper claims should include their NPI on both CMS 1500 and UB-04 forms.

National Provider Identifiers

Standard transactions such as claims submitted electronically to the Plan must include the referring, rendering or attending, billing and facility provider's NPI, per requirements put forth in HIPAA's NPI Final Rule Administrative Simplification.

The NPI and tax ID must be included with electronic claim submissions for proper adjudication. More information

about NPI is available on the CMS Web site.

HIPAA Electronic Transactions and Code Sets

HIPAA Electronic Transactions and Code Sets is a federal mandate that requires health care payers such as Harmony, as well as providers engaging in one or more of the identified transactions, to have the capability to send and receive all standard electronic transactions using the HIPAA-designated content and format.

Specific Harmony requirements for claims and encounter transactions, code sets and SNIP validation are described as follows. *To promote consistency and efficiency for all claims and encounter submissions to the Plan, it is Harmony's policy that these requirements also apply to all paper and direct data entry (DDE) transactions.*

Standard Guides

Providers may obtain the Plan's recommended transaction guidelines online or by calling Customer Service. These are:

- Electronic Data Interchange Transaction Set Implementation Guides
- Institutional Claims/Encounter Companion Guide
- Professional Claims/Encounter Companion Guide

Standard Transactions

Transactions, as defined by HIPAA, are activities involving the transfer of health care information for specific purposes, including claims and encounter information, payment and remittance advice and claim status and inquiry. All providers who submit encounters and electronic claims to Harmony must do so in the formats established by HIPAA.

The following standard HIPAA electronic claim/encounter transactions must be submitted in the *ANSI ASC X12N format, version 4010A1:

- 270/271–Health Insurance Eligibility/Benefit

Inquiry & Response

- 276/277–Health Care Claim Status Request & Response
- 278–Health Care Services Review – Request for Review and Response
- 835–Health Care Claim Payment/Advice
- 837–Health Care Claims

Standard Code Sets

Standard Code Sets as required by HIPAA are the codes used to identify specific diagnosis and clinical procedures on claims and encounter forms. All providers are required to submit claims and encounters using current HIPAA-compliant codes, which include the standard CMS codes for ICD9, CPT, HCPCS, NDC and CDT, as appropriate.

Strategic National Implementation Process (SNIP)

All claims and encounter transactions submitted via paper, direct data entry (DDE) or electronically will be validated for transaction integrity/syntax based on Strategic National Implementation Process (SNIP) guidelines.

The SNIP validations used by Harmony to verify transaction integrity/syntax are available in the Forms section of this manual and on our Web site. The SNIP Validation Descriptions document may be a helpful resource to share with your billing agent or clearinghouse.

If your claim is rejected for lack of compliance to Harmony's claim and encounter submission requirements, please correct your claim and resubmit it to Harmony. For additional information, please contact your Provider Relations representative or the Customer Service department.

**Electronic
Claim
Submissions**

The plan accepts electronic claim submissions through Electronic Data Interchange (EDI).

Advantages of EDI

- Submitting claims electronically is less costly than billing with paper.
- In most instances, Harmony can process your electronic claim in half the time of a paper claim.
- Clearinghouses charge varying fees. Harmony has options, including connectivity and software, which are free. Contact the EDI department to see if you qualify for this service. You may also contact your clearinghouse or billing software vendor to see if they offer free options.

There are six primary clearinghouses through which we receive EDI transactions. Those companies are:

- ACS EDI Gateway Inc.
- Availity
- Emdeon
- RelayHealth (McKesson)
- SSI Group Inc.
- ZirMed

Since most clearinghouses can exchange data with one another, providers should work with their existing clearinghouse, if other than those listed, to establish EDI with the Plan.

All files submitted to the Plan must be in the ANSI ASC X12N format, version 4010A. Implementation guides for HIPAA transaction sets are available at <http://www.wpc-edi.com>.

If you do not have a clearinghouse or have been unsuccessful in submitting claims through your clearinghouse, please contact our EDI team. The EDI team contact information can be found on the **Quick Reference Guide**.

Payer ID

There are unique Payer IDs that must be used to identify Harmony on electronic claim submissions. The appropriate Payer IDs for each of the four clearinghouses through which Harmony claims may be submitted are listed as follow:

ACS* EDI Gateway

- 77004

Availity, Emdeon, Zirmed, Relayhealth, (Mckesson) and SSI*

- 14163

Encounters

- 59354

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) Services

We have partnered with Payformance Corporation to offer free Electronic Funds Transfer (EFT) and online Electronic Remittance Advice services (ERA, also known as electronic payment voucher) by registering with PaySpan Health[®].

The benefits of enrolling for EFT/ERA through PaySpan Health[®] include:

- A secure, self-service Web site;
- Absolutely no cost for participating;
- Improved cash flow through automated deposits;
- Convenient access to view remittance records online, at any time;
- Reporting mechanisms to access adjudicated claims information; and

* *Subject to change*

- Ability to import payment data directly into your Practice Management or Patient Account System.

Online registration is simple and fast. PaySpan Health[®] will mail a registration letter to network providers containing a unique registration code and Personal Identification Number (PIN). Using the information contained in the registration letter, providers will proceed through an easy registration process that includes the following steps:

- Log on to PaySpan Health[®] using the registration and PIN number provided in the letter;
- Enter banking information and set up account administrators;
- Select payment and remittance advice preferences; and
- Confirm receipt of fund transfer into provider bank account.

Should a provider elect not to receive payments or vouchers electronically, they will continue to receive paper checks generated at the Payformance payment processing center.

For questions related to this service, please visit the PaySpan Health[®] Web site at www.payspanhealth.com or call Harmony's Provider Hotline. Refer to the state-specific **Quick Reference Guide** for contact information.

Paper Claim Submission Guidelines

Paper claims must be completed in full and include:

- Harmony member's name and his or her relationship to the subscriber;
- The subscriber's name, address and Social Security number;
- The subscriber's employer group name and

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number (when applicable);

- Information on other insurance or coverage for the Plan member;
- The name, signature, place of service address, billing address and telephone number of the physician or provider performing the service;
- The tax ID number; and
- **Qualifiers**

Each form of identification should be accompanied by a qualifier which will correctly allocate the information when transferred into our databases. Proper qualifiers for identification numbers submitted to the Plan are:

ID	Qualifier
Tax ID	24
NPI	XX
Taxonomy	ZZ

Notice that some form fields will include a box to submit the identification number's qualifier. In others, however, the box will not be available and the qualifier should be included by preceding the identification number with a hyphen (Ex. XX-XXXXXXXXXX).

- Appropriate ICD-9 codes;
- Standard CMS procedure or service codes (e.g., CPT-4 procedure codes and HCPC-I,II codes with appropriate modifiers, revenue codes);
- Number of service units rendered;
- Billed charges;
- Referring physician's name and NPI number;

- Date(s) of service;
- Place(s) of service and facility NPI (where applicable);
- Authorization Number (if applicable);
- NDC for drug therapy (if applicable); and
- Job related, auto or other accident information.

**CMS 1500
Paper Claim
Submissions**

Harmony accepts the revised CMS 1500 forms printed in Flint OCR Red, J6983, (or exact match) ink. Although a copy of the CMS 1500 form can be downloaded from the CMS Web site, copies of the form cannot be used for submission of claims since your copy may not accurately replicate the scale or color of the form when scanned using Optical Character Recognition (OCR).

This scanning technology allows for the data contained on the form to be read while the actual form fields, headings and lines remain invisible to the scanner. OCR technology allows Harmony to record and process paper claims faster.

There are key fields that will properly identify and adjudicate claims information on a paper CMS 1500 form when submitted to our Plan. Below are guidelines identifying those fields to ensure timely and accurate processing of your claims.

CMS 1500 Guidelines for Paper Claims

- Block 17b: The referring provider's NPI number. Please ensure the 10-digit NPI number is accurate.
- Block 24j (lines 1-6): The rendering provider's NPI.
- Block 25: The 9-digit federal tax ID number (TIN). The provider's tax ID must be included or

the claim will be denied.

- Block 31: Rendering Provider's Signature
- Block 32: Facility contact information (name, address and telephone number). Include when applicable.
- Block 32a: Facility's NPI number. Please ensure the 10-digit NPI number is accurate.
- Block 33: Billing provider's (or billing vendor's) contact information. Include when applicable.
- Block 33a: Billing provider's NPI number. Please ensure the 10-digit NPI number is accurate.

**UB-04
Paper Claim
Submissions**

Harmony accepts UB-04 forms printed in Flint OCR Red, J6983, (or exact match) ink. Although a copy of the form can be downloaded from the CMS Web site, copies of the form cannot be used for submission of claims since your copy may not accurately replicate the scale or color of the form when scanned using Optical Character Recognition (OCR).

This scanning technology allows for the data contained on the form to be read while the actual form fields, headings and lines remain invisible to the scanner. Photocopies cannot be scanned and therefore are not accepted.

There are key fields to properly identify and adjudicate claim information on a paper UB-04 form when submitted to Harmony. Below are guidelines identifying these fields to ensure timely and accurate processing of your claim submission.

UB-04 Guidelines for Paper Claims

- Block 56: Billing provider's NPI number is entered here.

- Block 71 PPS Code: Enter DRG code.
- Blocks 76-79 NPI: Include the attending, operating or other physician's NPI number
- Block 81CC: Enter the taxonomy codes corresponding to providers listed in fields 76-79.

Coordination of Benefits

Coordination of Benefits (COB) is the procedure used to process health care payments when a person is covered by one or more insurers. Prior to submitting a claim to Harmony, providers must identify if any other payer has primary responsibility for payment of a claim.

If determination is made that another payer is primary:

- The primary payer should be billed prior to billing Harmony;
- Any balance due after receipt of payment from the primary payer should be submitted to Harmony for consideration; and
- The claim must include information verifying the payment amount received from the primary plan as well as a copy of their Explanation of Payment (EOP) statement with the name of the primary payer and the member's primary subscribed ID number.

Upon receipt of the claim, Harmony will review it using the COB rule or other, as applicable.

Prohibition on Billing Plan Members

Your agreement with Harmony requires providers to accept payment directly from Harmony. Payment from Harmony constitutes payment in full, with the exception of applicable co-payments, deductibles, co-insurance and any other amounts listed as member responsibility on the Explanation of Payment/Provider Remittance Advice.

Providers may not bill Harmony members for:

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- The difference between actual charges and the contracted reimbursement amount;
- Services denied due to timely filing requirements;
- Covered services for which a claim has been returned and denied for lack of information;
- Remaining or denied charges for those services where the provider fails to notify Harmony of a service that required prior authorization;
- Payment for that service will be denied; and
- Covered services that were not medically necessary, in the judgment of Harmony, unless prior to rendering the service, the provider obtains the member's informed written consent and the member receives information that they would be financially responsible for the specific services.

The member must agree, in writing, to be financially responsible for the service.

Non-Covered Services

Harmony members may be billed for non-covered services like cosmetic procedures and items of convenience (i.e., televisions).

Professional and Technical Component Payment

Harmony covers the professional and technical components of global CPT procedures. Therefore, the appropriate professional component modifiers and technical component modifiers should be used on the claim form.

Delegated Entities

All participating providers or entities delegated for Utilization Management are to use the same standards as defined in this section. Compliance is monitored on a monthly basis, and formal audits are conducted annually.

**Encounter
Data Submissions**

If a provider's payment method is on a capitation basis, claims still must be submitted to Harmony.

This requirement is mandated to meet the reporting requirements of Harmony as well as those established by regulatory agencies and the Balanced Budget Act. Claims submitted under a capitation contract are usually referred to as encounter data. Encounter data can be submitted on CMS 1500 or UB-04 forms or through EDI following the same rules as standard claim submissions.

Harmony currently utilizes the six clearinghouses listed below to process the 837 Health Care Claims transactions. The encounter payer ID for all clearinghouses is **59354**.

- ACS EDI Gateway Inc.
- Availity
- Emdeon
- RelayHealth (McKesson)
- SSI Group Inc.
- ZirMed

Harmony will record all encounter data received. Harmony recognizes these services as under a capitated contract and will not make payment to the provider.

Any capitated provider who does not submit encounter data is subject to corrective action measures and penalties under applicable state and federal law and could be terminated from Harmony.