

# CHAPTER 8:

## Billing on the CMS 1500 Claim Form

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Reviewed/Revised: 1/1/19, 10/1/2018

### 8.1 INTRODUCTION

The CMS 1500 claim form is used to bill for non-facility services, including professional services, freestanding surgery centers, transportation, durable medical equipment, ambulatory surgery centers and independent laboratories. This chapter covers paper claim submission only, for additional information on electronic claim submission, please see Chapter 7 section 7.4.

### 8.2 SUCCESSFUL CMS 1500 CLAIM SUBMISSION TIPS

#### Format:

- Do not print, hand-write, or stamp any extraneous data on the form.
- No hand-written corrections, no highlighting.
- Enter all information on the same horizontal plane within the designated field.
- Ensure data is in the appropriate field and does not overlap into other fields.
- Use individual's name in provider signature, not a facility or practice name.

#### Accurate information is key:

- Put member's name and ID number as it appears on member card
- Include all applicable NPI numbers
- Indicate the correct address including ZIP code where service was rendered, making sure address was reported to Provider Services Representative and added to the Steward Health Choice Arizona provider database
- Ensure that the # of units/days and the dates of service range are not contradictory
- Ensure that the quantity indicated in the procedure codes description are not contradictory

#### Coding tips:

- Assign current ICD-10 diagnosis codes and code them to the highest level of specificity available.
  - Primary diagnosis (The primary diagnosis should describe the main condition or symptom of the patient).
  - Secondary/Additional Diagnosis
    - ✓ This field should be used if there is a secondary and/or additional conditions or symptoms that affect the treatment.
    - ✓ Diagnosis which relate to a previous illness and which have no

bearing on the current encounter should not be reported.

- The number of anesthesia minutes should always be reported on each claim in Field 24G.
- Use current valid CPT and HCPCS codes.
- Use current valid modifiers when necessary.

### 8.3 DOCUMENTATION REQUIREMENTS

Providers must include all required documentation with the claim submission. Failure to do so may result in denial of the claim. Steward Health Choice Arizona reserves the right to request additional documentation of the claim.

### 8.4 COMPLETING THE CMS 1500 CLAIM FORM

The following instructions explain how to complete the paper CMS 1500 claim form and whether a field is “Required,” “Required if applicable,” or “Not required.”

#### 1. Program Block

**Required**

Check the second box labeled “Medicaid”:

MEDICARE <input type="checkbox"/> (Medicare#)	MEDICAID <input checked="" type="checkbox"/> (Medicaid#)	TRICARE <input type="checkbox"/> (ID# / DoD#)	CHAMPVA <input type="checkbox"/> (member ID #)	GROUP HEALTH PLAN <input type="checkbox"/> (ID#)	FECA BLK LUNG <input type="checkbox"/> (ID#)	OTHER <input type="checkbox"/> (ID#)
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#### 1a. Insured's ID Number

**Required**

Enter the recipient's AHCCCS ID number, whichever is applicable. If there are questions about eligibility or the AHCCCS ID number, review eligibility via the Steward Health Choice Arizona Provider Portal for ACC, Integrated Care Exchange (ICE) portal for RBHA members, or contact Steward Health Choice Arizona at (800) 322-8670 (see Chapter 2: Member Eligibility and Member Services).

1a. INSURED'S ID NUMBER (FOR PROGRAM IN ITEM 1)  <b>A12345678</b>
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#### 2. Patient's Name

**Required**

Enter recipient's last name, first name, and middle initial as shown on the AHCCCS ID card.

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)  <b>Holliday, John H.</b>
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#### 3. Patient's Date of Birth and Sex

**Required**

Enter the recipient's date of birth. Check the appropriate box to indicate the patient's gender.

3. PATIENT'S BIRTH DATE			SEX
MM	DD	YY	
08	14	1851	M <input checked="" type="checkbox"/> F <input type="checkbox"/>

**4. Insured's Name** **Not required**

**5. Patient Address** **Not required**

**6. Patient Relationship to Insured** **Not required**

**7. Insured's Address** **Not required**

**8. Reserved for NUCC Use** **Not required**

**9. Other Insured's Name** **Required if applicable**

If the recipient has no coverage other than Steward Health Choice Arizona, leave this section blank. If other coverage exists, enter the name of the insured. If the other insured is the recipient, enter "Same."

**9a. Other Insured's Policy or Group** **Required if applicable**

Enter the group number of the other insurance.

**9a. Reserved for NUCC Use** **Not required**

**9c. Reserved for NUCC Use** **Not required**

**9d. Insurance Plan Name or Program Name** **Required if applicable**

Enter name of insurance company or program name that provides the insurance coverage.

**10. Is Patient's Condition Related to:** **Required if applicable**

Check "YES" or "NO" to indicate whether the patient's condition is related to employment, an auto accident, or other accident. If the patient's condition is the result of an auto accident, enter the two-letter abbreviation of the state in which the person responsible for the accident is insured.

10. IS PATIENT'S CONDITION RELATED TO:	
a. EMPLOYMENT? (CURRENT OR PREVIOUS)	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. AUTO ACCIDENT?	PLACE (State)
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. OTHER ACCIDENT?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**10d. Claim Codes (Designated by NUCC)** **Not Required**

**11. Insured's Group Policy or FECA Number** **Required if applicable**

**11a. Insured's Date of Birth and Sex** **Required if applicable**

**11b. Other Claim ID (Designated by NUCC)** **Required if applicable**

**11c. Insurance Plan Name or Program Name** **Required if applicable**

**11d. Is There Another Health Benefit Plan** **Required if applicable**

Check the appropriate box to indicate coverage other than Steward Health Choice Arizona. If "Yes" is checked, you must complete Fields 9a-d.

**12. Patient or Authorized Person's Signature** **Not required**

**13. Insured's or Authorized Person's Signature** **Not required**

**14. Date of Illness or Injury** **Required if applicable**

**15. Other Date** **Not required**

**16. Dates Patient Unable to Work in Current Occupation** **Not required**

**17. Qualifier / Name of Provider or Other Source** **Required if applicable**

If applicable, enter the Qualifier:

DN Referring Provider

DK Ordering Provider\*

DQ Supervising Provider

Then enter the Name of the Provider or Other Source

\* The ordering provider is *required* for:

- Laboratory
- Radiology

- Medical and Surgical Supplies
- Respiratory DME
- Enteral and Parenteral Therapy
- Drugs (J-codes)
- Temporary K codes
- Orthotics
- Prosthetics
- Temporary Q codes
- Vision codes (V-codes)
- 97001-97546

Ordering providers can be a M.D., D.O., Optometrist, Physician Assistant, Registered Nurse Practitioner, Dentist, Podiatrist, Psychologist or Certified Nurse Midwife.

**17a. ID Number of Provider** **Required if applicable**

**17b. NPI # of Referring Provider** **Required**

**18. Hospitalization Dates Related to Current Services** **Required on Inpatient stays**

**19. Additional Claim Information** **Required if applicable**

**20. Outside Lab and (\$) Charges** **Not required**

**21. Diagnosis Codes** **Required**

Enter at least one *ICD-10 diagnosis code* describing the recipient’s condition. Diagnosis codes are required to the 6<sup>th</sup>/7<sup>th</sup> character level when applicable, Up to twelve diagnosis codes in priority order (primary condition, secondary condition, etc.) may be entered.

Health providers must **not** use DSM-4 diagnosis codes

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E)				ICD Ind.	0
A. <u>  O139  </u>	B. <u>  O6012x0  </u>	C. <u>  J0190  </u>	D. <u>          </u>		
E. <u>          </u>	F. <u>          </u>	G. <u>          </u>	H. <u>          </u>		
I. <u>          </u>	J. <u>          </u>	K. <u>          </u>	L. <u>          </u>		

**22. Medicaid Resubmission Code** **Required if applicable**

Enter the appropriate code “A” (paper) ”7” for adjustment or “8” for void to indicate whether this claim is a resubmission of a denied claim, an adjustment of a paid claim, or a void of a paid claim. Enter the Steward Health Choice Arizona Claim Reference Number (CRN) of the denied claim being resubmitted or the paid claim being adjusted or voided in the field labeled "Original Reference No."

This Item Number is not intended for use on original claim submissions.

**DESCRIPTION:** “Resubmission” means the code and original reference number assigned by the destination payer or receiver to indicate a previously submitted claim or encounter.

See Chapter 7: General Billing Rules, for information on resubmissions, adjustments, and voids.

22. MEDICAID RESUBMISSION	
CODE	ORIGINAL REF. NO.
<b>A</b>	<b>030010004321</b>

**23. Prior Authorization Number** **Not required**  
 See Chapter 6: Authorizations and Notifications, for information on prior authorization.

**24A. Date(s) of Service and NDC (effective 7/1/12)** **Required/NDC if applicable**

- In Field 24A of the CMS-1500 Form in the shaded area, enter the **NDC Qualifier** of N4 in the first 2 positions, followed by the 11-digit NDC (no dashes or spaces) and then a space and the NDC Units of Measure Qualifier, followed by the NDC Quantity. All should be left justified in the pink shaded area above the Date of Service.
- The billed units in column **G** (Days or Units) should reflect the HCPCS units and not the NDC units. Billing should not be based off the units of the NDC. Billing based on the NDC units may result in underpayment to the provider.

24. A		B	C	D	
DATE(S) OF SERVICE		Place		PROCEDURE, SERVICES, OR SUPPLIES	
From To		of		(Explain Unusual Circumstances)	
M	DD	YY	M	DD	YY
		Service	EMG	CPT/HCPCS	MODIFIER
<b>N400074115278 ML10</b>					
07	07	12	07	07	12
		11		J1642	

The beginning and ending service dates must be entered in the non-shaded area.

**24B. Place of Service** **Required**

Enter the two-digit code that describes the place of service.

01 Pharmacy	19 Off Campus-Outpatient Hospital	49 Independent Clinic
02 TeleHealth	20 Urgent Care Facility	50 FQHC
03 School	21 Inpatient Hospital	51 Inpatient Psychiatric Facility
04 Homeless shelter	23 ER - Hospital	54 ICF/Mentally Retarded Residential Substance Abuse Treat Facility
05 IHS Free-standing Facility	24 ASC	55 Psych Residential Treatment
06 IHS Provider-based	25 Birthing Center	



24. A		B	C	PROCEDURE, SERVICES, OR SUPPLIES	
DATE(S) OF		Place	Type		
From	To	of	of	CPT/HCPC	MODIFIER
M DD YY	M DD YY	Servic	Servic		
				7101	26

D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)	
CPT/HCPCS	MODIFIER
99241	25

### 24E. Diagnosis Pointer

**Required**

Relate the service provided to the diagnosis code(s) listed in Field 21 by entering the *number* of the appropriate diagnosis. Enter only the reference number from Field 21 (1, 2, 3, or 4), *not* the diagnosis code itself. If more than one number is entered, they should be in descending order of importance. **To avoid claim denials, ensure the diagnosis code referenced in this field has a direct relationship to the CPT/HCPC code billed.**

D		E	F	G	H
PROCEDURE, SERVICES, OR SUPPLIES		DIAGNOSIS	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan
CPT/HCPCS	MODIFIER	POINTER			
		1			
		1, 2			

### 24F. Charges \$

**Required**

Enter the total charges for each procedure. If more than one unit of service was provided, enter the total charges for all units. For example, if each unit is billed at \$50.00 and three units were provided, enter \$150.00 here and three units in Field 24G.

D		E	F	G	H
PROCEDURE, SERVICES, OR SUPPLIES		DIAGNOSIS	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan
CPT/HCPCS	MODIFIER	CODE			
			150 00		
			79 00		

### 24G. Days or Units

**Required**

Enter the units of service provided on the date(s) in Field 24A. Bill all units of service provided on a given date on one line. Unit definitions must be consistent with CPT and HCPCS manuals.



D		E	F	G	H
PROCEDURE, SERVICES, OR SUPPLIES		DIAGNOSIS	\$ CHARGES	DAYS	EPSDT
CPT/HCPCS	MODIFIER	CODE		OR	Family
				UNITS	Plan
				2	
				1	

**24H. EPSDT/Family Planning**

**Not required**

**24I. ID Qualifier**

**Required if applicable**

**24J. Rendering Provider ID Number**

**Required**

**(SHADED AREA) – Use for COB INFORMATION**

**Required if applicable**

Use this SHADED field to report Medicare and/or other insurance information. For Medicare, enter the Coinsurance and Deductible amounts. If a recipient' Deductible has been met, enter zero (0) for the Deductible amount.

For recipients and service covered by a third party payer, enter only the amount *paid*. Always attach a copy of the Medicare or other insurer's EOB to the claim.

If the recipient has Medicare coverage but the service is not covered by Medicare or the provider has received no reimbursement from Medicare, the provider should "zero fill" Field 24J (Shaded area). Leaving this field blank will cause the claim to be denied.

See Chapter 14: Medicare and Other Insurance Liability, for details on billing claims with Medicare and other insurance.

**24J. (NON SHADED AREA) – RENDERING PROVIDER ID #**

**Required**

Rendering Provider's NPI is required for all providers that are mandated to maintain an NPI number.

For atypical provider types, the AHCCCS ID must be used. The provider number is required in 24J if the NPI listed in 33A is not the same as the provider rendering services.

E DIAGNOSIS POINTER	F \$ CHARGES	G DAYS OR UNITS	H EPSDT FAMILY PLAN	I ID QUAL	J RENDERING PROVIDER ID #
					<b>COB Information</b>
					<b>NPI</b> Rendering Provider NPI

**25. Federal Tax**

**Required**

Enter the tax ID number and check the box labeled "EIN." If the provider does not have a tax ID, enter the provider's Social Security Number and check the box labeled "SSN."

25. FEDERAL TAX I.D. NUMBER	SSN	EIN	26. PATIENT ACCOUNT NO.
<b>86-1234567</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**26. Patient Account Number**

**Required if applicable**

This is a number that the provider has assigned to uniquely identify this claim in the provider's records. Steward Health Choice Arizona will report this number in correspondence, including the Remittance Advice, to provide a cross-reference between the Steward Health Choice Arizona CRN and the provider's own accounting or tracking system.

**27. Accept Assignment**

**Not required**

**28. Total Charge**

**Required**

Enter the total for all charges for all lines on the claim.

27. ACCEPT ASSIGNMENT? (For govt claims. see back) YES NO	28. TOTAL CHARGE \$ <b>179 00</b>	29. AMOUNT PAID \$	30. Rsvd for NUCC Use \$
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**29. Amount Paid**

**Required if applicable**

Enter the total amount that the provider has been paid for this claim by all sources *other than Steward Health Choice Arizona*. Do not enter any amounts expected to be paid by Steward Health Choice Arizona.

**30. Reserved for NUCC Use**

**Not required**

**31. Signature and Date**

**Required**

The claim must be signed by the provider or his/her authorized representative. Rubber stamp signatures are acceptable if initialed by the provider representative. Enter the date on which the claim was signed.

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREE OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)	
SIGNED <b>John Doe</b>	DATE <b>03/01/03</b>

**32. Name and Address of Facility** **Required if applicable**  
**Box 32 CANNOT contain a post office box address; it must be a physical address.**

32. SERVICE FACILITY LOCATION INFORMATION
<b>Arizona Hospital</b> <b>123 Main Street Scottsdale, AZ 85252 a. NPI   b</b>

**32a. Service Facility NPI** **Required if applicable**  
If the service facility location is indicated, service facility NPI# must be entered.

**32b. Service Facility AHCCCS ID# (Shaded area)** **Required if applicable**

**33. Billing Provider Name, Address and Phone Number** **Required**  
Enter the provider name, address, and phone number. If a group is billing, enter the group biller's name, address, and phone number.

**33a. Billing Provider NPI Number** **Required if applicable**

**33b. Other ID – AHCCCS # (Shaded area) Registration #** **Required if applicable**

33. PHYSICIAN'S, SUPPLIER'S BILLING NAME, ADDRESS, ZIP CODE	
<b>Doc Holliday</b>	
<b>123 OK Corral Drive</b>	
<b>Tombstone, AZ 85999</b>	
a. NPI	b.

**\*\* Note – NPI is required for all providers that are mandated to maintain an NPI number. For atypical provider types, box 33b must be completed.**