



CABINET FOR HEALTH
AND FAMILY SERVICES

**Commonwealth of Kentucky
KY Medicaid**

**Provider Billing Instructions
for
School Based Health Services
Provider Type – 21**

Version 7.4
August 13, 2026

Document Change Log

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5.7	02/01/2017	Vicky Hicks	Added “Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.” Approved by Charles Douglass, DMS, 2/1/17. Added information for form locators 17 and 17B regarding Referring and Ordering Providers. Approved by Charles Douglass, DMS, 2/8/2017.
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Version	Date	Name	Comments
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1 General

1.1 Introduction

Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.

These instructions are intended to assist persons filing claims for services provided to Kentucky (KY) Medicaid Members. Guidelines outlined pertain to the correct filing of claims and do not constitute a declaration of coverage or guarantee of payment.

Policy questions should be directed to the Department for Medicaid Services (DMS). Policies and regulations are outlined on the DMS website at:

<https://chfs.ky.gov/agencies/dms/Pages/default.aspx>

Fee and rate schedules are available on the DMS website at:

<https://chfs.ky.gov/agencies/dms/Pages/feesrates.aspx>

1.2 Member Eligibility

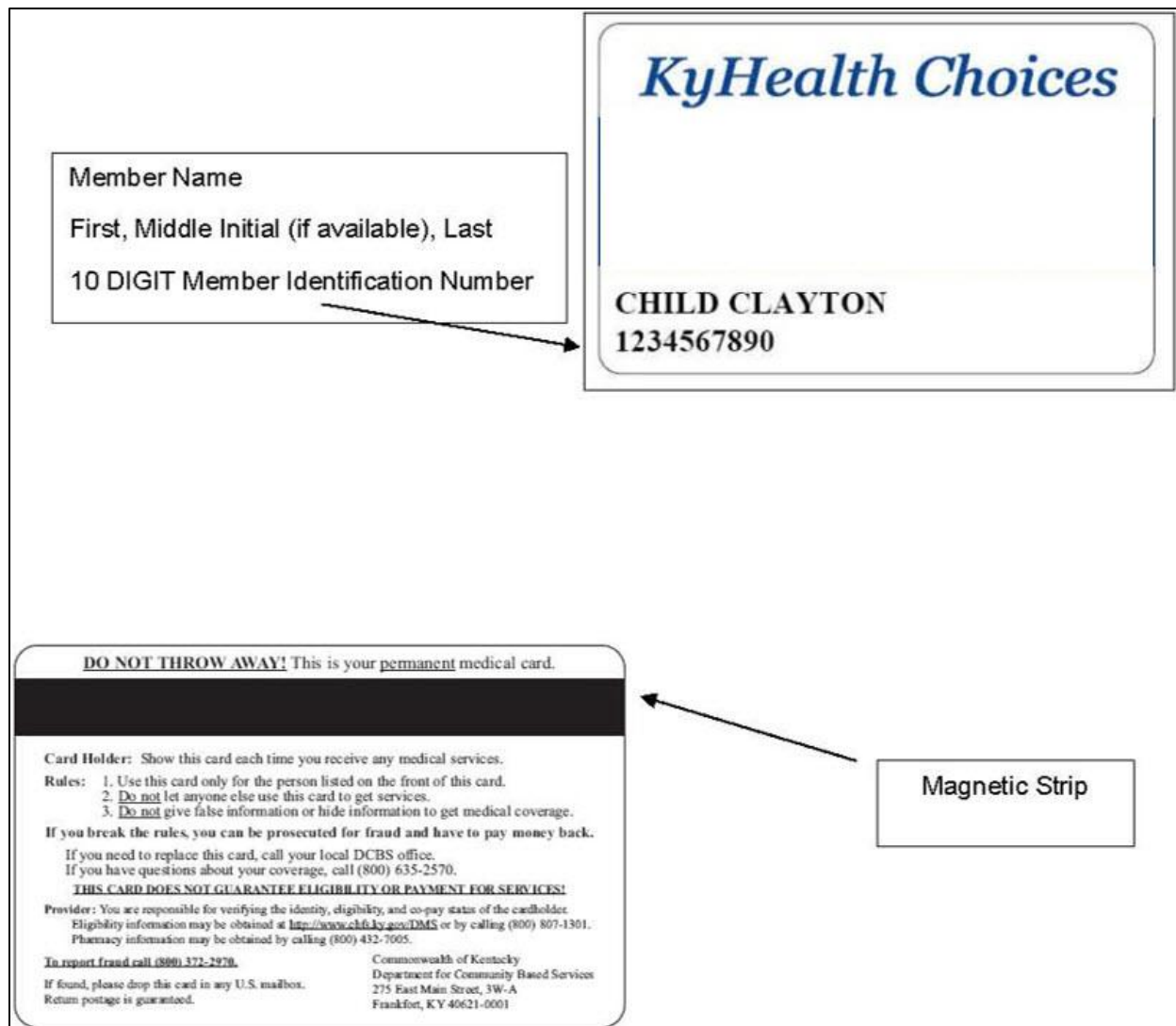
Members should apply for Medicaid eligibility through kynect (kyenroll.ky.gov) by phone at 1-855-4kynect (1-855-459-6328) or in person at their local Department for Community Based Services (DCBS) office. Members with questions or concerns can contact Member Services at 1-800-635-2570, Monday through Friday. This office is closed on holidays.

The primary identification for Medicaid-eligible members is the Kentucky Medicaid card. This is a permanent plastic card issued when the Member becomes eligible for Medicaid coverage. The name of the member and the member's Medicaid identification (ID) number are displayed on the card. The provider is responsible for checking identification and verifying eligibility before providing services.

Note: Payment cannot be made for services provided to ineligible members. Possession of a member identification card does not guarantee payment for all medical services.

1.2.1 Plastic Swipe KY Medicaid Card

Figure 1: Plastic Swipe KY Medicaid Card



Providers who wish to use the card's magnetic strip to access eligibility information may do so by contracting with one of several vendors.

1.2.2 Member Eligibility Categories

1.2.2.1 QMB and SLMB

Qualified Medicare Beneficiaries (QMB) and Specified Low-Income Medicare Beneficiaries (SLMB) are members who qualify for both Medicare and Medicaid. In some cases, Medicaid may be limited. QMB members have Medicare and full Medicaid coverage, as well. QMB-only members have Medicare, and Medicaid serves as a Medicare supplement only. A member with SLMB does not have Medicaid coverage; Kentucky Medicaid pays a "buy-in" premium for SLMB members to have Medicare but offers no claims coverage.

1.2.2.2 Managed Care Partnership

Medical benefits for persons whose care is overseen by a Managed Care Organization (MCO) are similar to those of Kentucky Medicaid, but billing procedures and coverage of some services may differ. Providers with MCO questions should contact the respective MCO provider services:

- Passport Health Plan (now known as Molina) at 1-800-578-0775
- WellCare of Kentucky at 1-877-389-9457
- Humana Healthy Horizons in Kentucky at 1-800-444-9137
- Aetna Better Health of KY at 1-855-300-5528
- United Health Care at 1-866-633-4449

1.2.2.3 KCHIP

The Kentucky Children's Health Insurance Program (KCHIP) provides coverage to children through age 18 who have no insurance and whose household income meets program guidelines. Children with KCHIP III are eligible for all Medicaid-covered services except Non-Emergency Transportation and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Special Services. Regular KCHIP children are eligible for all Medicaid-covered services.

For more information, access the KCHIP website at <http://kidshealth.ky.gov/en/kchip>.

1.2.2.4 Presumptive Eligibility

Presumptive Eligibility (PE) is a program that offers certain individuals and pregnant women temporary medical coverage. A treating physician or hospital may issue an Identification Notice to an individual if it is determined that the individual meets the criteria as described below. PE benefits are in effect up to 60 days from the date the Identification Notice is issued, or upon denial or issuance of Medicaid. The 60 days includes current month through end of the next month. This short-term program is intended to allow financially needy individuals to have access to medical services while they are completing the application process for full Medicaid benefits.

Reimbursement for services is different for presumptively eligible individuals depending on the method by which eligibility is granted. The two types of PE are as follows:

- PE for pregnant women
- PE for hospitals

1.2.2.4.1 PE for Pregnant Women

1.2.2.4.1.1 Eligibility

A determination of presumptive eligibility for a pregnant woman shall be made by a qualified provider who is enrolled as a Kentucky Medicaid provider in one of the following categories:

- A family or general practitioner
- A pediatrician
- An internist
- An obstetrician or gynecologist
- A physician assistant
- A certified nurse midwife
- An advanced practice registered nurse
- A federally qualified health care center
- A primary care center
- A rural health clinic
- A local health department

Presumptive eligibility shall be granted to a woman if she:

- Is pregnant
- Is a Kentucky resident
- Does not have income exceeding 195 percent of the federal poverty level established annually by the United States Department of Health and Human Services
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid
- Has not been previously granted presumptive eligibility for the current pregnancy

and

- Is not an inmate of a public institution

1.2.2.4.1.2 Covered Services

Covered services for a presumptively eligible pregnant woman shall be limited to ambulatory prenatal services delivered in an outpatient setting and shall include:

- Services furnished by a primary care provider, including:
 - A family or general practitioner
 - A pediatrician
 - An internist
 - An obstetrician or gynecologist
 - A physician assistant
 - A certified nurse midwife
 - An advanced practice registered nurse

- Laboratory services
- Radiological services
- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers, and federally qualified health center look-alikes
- Primary care services delivered by local health departments

1.2.2.4.2 PE for Hospitals

1.2.2.4.2.1 Eligibility

A determination of presumptive eligibility can be made by an inpatient hospital participating in the Medicaid program using modified adjusted gross income for an individual who:

- Does not have income exceeding:
 - 138 percent of the federal poverty level established annually by the United States Department of Health and Human Services
 - 200 percent of the federal poverty level for children under age one and 147 percent of the federal poverty level for children ages 1 – 5 as established annually by the United States Department of Health and Human Services, if the individual is a targeted low-income child
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid

and

- Is not an inmate of a public institution

1.2.2.4.2.2 Covered Services

Covered services for a presumptively eligible individual who meets the income guidelines above shall include:

- Services furnished by a primary care provider, including:
 - A family or general practitioner
 - A pediatrician
 - An internist
 - An obstetrician or gynecologist
 - A physician assistant
 - A certified nurse midwife
 - An advanced practice registered nurse
- Laboratory services
- Radiological services

- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers and federally qualified health center look-alikes
- Primary care services delivered by local health departments
- Inpatient or outpatient hospital services provided by a hospital

1.2.2.5 Breast & Cervical Cancer Treatment Program

The Breast & Cervical Cancer Treatment Program (BCCTP) offers Medicaid coverage to women who have a confirmed cancerous or pre-cancerous condition of the breast or cervix. In order to qualify, women must be screened and diagnosed with cancer by the Kentucky Women's Cancer Screening Program, be between the ages of 21 and 65, have no other insurance coverage, and not reside in a public institution. The length of coverage extends through active treatment for the breast or cervical cancer condition. Those members receiving Medicaid through BCCTP are entitled to full Medicaid services. Women who are eligible through BCCTP do not receive a Medicaid card for services. The enrolling provider will provide a printed document that is to be used in place of a card.

1.2.3 Verification of Member Eligibility

This section covers:

- Methods for verifying eligibility
- How to verify eligibility through an automated 800 number function
- How to use other proofs to determine eligibility
- What to do when a method of eligibility is not available

1.2.3.1 Obtaining Eligibility and Benefit Information

Eligibility and benefit information is available to providers via the following:

- Voice Response Eligibility Verification (VREV) available 24 hours/7 days a week at 1-800-807-1301
- KY HealthNet at <https://home.kymmis.com>
- The Department for Medicaid Services, Member Eligibility Branch at 1-800-635-2570, Monday through Friday, except holidays

1.2.3.1.1 Voice Response Eligibility Verification

Gainwell Technologies maintains a VREV system that provides member eligibility verification, as well as information regarding third party liability (TPL), Managed Care, PRO review, card issuance, co-pay, provider check write, and claim status.

The VREV system-generally processes calls in the following sequence:

1. Greet the caller and prompt for mandatory provider ID.
2. Prompt the caller to select the type of inquiry desired (eligibility, TPL, Managed Care, PRO review, card issuance, co-pay, provider check write, claim status, etc.).
3. Prompt the caller for the dates of service (enter four-digit year, for example, MMDDCCYY).
4. Respond by providing the appropriate information for the requested inquiry.
5. Prompt for another inquiry.
6. Conclude the call.

This system allows providers to take a shortcut to information. Users may key the appropriate responses (such as provider ID or member ID) as soon as each prompt begins. The number of inquiries is limited to five per call. The VREV spells the member name and announces the dates of service. Check amount data is accessed through the VREV voice menu. The Provider's last three check amounts are available.

1.2.3.1.2 KY HealthNet Online Member Verification

KY HealthNet online access can be obtained at <https://home.kymmis.com>. The KY HealthNet website is designed to provide real-time access to member information. Providers can download a User Manual to assist providers in system navigation. Providers with suggestions, comments, or questions should contact the Gainwell Electronic Claims Department at KY EDI Helpdesk@dx.com or 1-800-205-4696.

All member information is subject to Health Insurance Portability and Accountability Act (HIPAA) privacy and security provisions, and it is the responsibility of the provider and the provider's system administrator to ensure all persons with access understand the appropriate use of this data. It is suggested that providers establish office guidelines defining appropriate and inappropriate uses of this data.

2 Electronic Data Interchange

Electronic Data Interchange (EDI) is structured business-to-business communications using electronic media rather than paper.

2.1 How to Get Started

All Providers are encouraged to utilize EDI rather than paper claims submission. To become a business-to-business EDI Trading Partner or to obtain a list of Trading Partner vendors, contact the Gainwell Electronic Data Interchange Technical Support Help Desk at:

Gainwell Technologies
P.O. Box 2100
Frankfort, KY 40602-2100
1-800-205-4696

Help Desk hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday, except holidays.

2.2 Format and Testing

All EDI Trading Partners must test successfully with Gainwell and have Department for Medicaid Services (DMS) approved agreements to bill electronically before submitting production transactions. Contact the EDI Technical Support Help Desk at the phone number listed above for specific testing instructions and requirements.

2.3 Electronic Claims Submission Help

Providers with questions regarding electronic claims submission (ECS) may contact the EDI Help desk.

3 KY HealthNet

The KY HealthNet website allows providers to submit claims online via a secure, direct data entry function. Providers with internet access may utilize the user-friendly claims wizard to submit claims, in addition to checking eligibility and other helpful functions.

3.1 How to Get Started

All Providers are encouraged to utilize KY HealthNet rather than paper claims submission. To become a KY HealthNet user, contact our EDI helpdesk at 1-800-205-4696 or click the link below.

<https://chfs.ky.gov/agencies/dms/Pages/kyhealthnet.aspx>

3.2 KY HealthNet Companion Guides

Field-by-field instructions for KY HealthNet claims submission are available at:

<http://www.kymmis.com/kymmis/Provider Relations/KYHealthNetManuals.aspx>

4 General Billing Instructions for Paper Claim Forms

4.1 General Instructions

The Department for Medicaid Services is mandated by the Centers for Medicare and Medicaid Services (CMS) to use the appropriate form for the reimbursement of services. Claims may be submitted on paper or electronically.

4.2 Imaging

All paper claims are imaged, which means a digital photograph of the claim form is used during claims processing. This streamlines claims processing and provides efficient tools for claim resolution, inquiries, and attendant claim-related matters.

By following the guidelines below, providers can ensure claims are processed as they intend:

- USE BLACK INK ONLY
- Do not use glue
- Do not use more than one staple per claim
- Press hard to guarantee strong print density if the claim is not typed or computer generated
- Do not use white-out or shiny correction tape
- Do not send attachments smaller than the accompanying claim form

4.3 Optical Character Recognition

Optical Character Recognition (OCR) eliminates human intervention by sending the information on the claim directly to the processing system, bypassing data entry. OCR is used for computer generated or typed claims only. Information obtained mechanically during the imaging stage does not have to be manually typed, thus reducing claim processing time. Information on the claim must be contained within the fields using font 10 as the recommended font size in order for the text to be properly read by the scanner.

5 Additional Information and Forms

5.1 Claims with Dates of Service More than One Year Old

In accordance with federal regulations, claims must be received by Medicaid no more than 12 months from the date of service, or six months from the Medicare or other insurance payment date, whichever is later. "Received" is defined in 42 CFR 447.45 (d) (5) as "The date the agency received the claim as indicated by its date stamp on the claim."

Kentucky Medicaid includes the date received in the Internal Control Number (ICN). The ICN is a unique number assigned to each incoming claim and the claim's related documents during the data preparation process. Refer to Appendix A for more information about the ICN.

For claims more than 12 months old to be considered for processing, the provider must attach documentation showing timely receipt by DMS or Gainwell and documentation showing subsequent billing efforts, if any.

To process claims beyond the 12 month limit, you must attach to each claim form involved, a copy of a Claims in Process, Paid Claims, or Denied Claims section from the appropriate Remittance Statement no more than 12 months old, which verifies that the original claim was received within 12 months of the service date. Proof of timely filing documentation must show that the claim has been received and processed at least once every twelve month period from the service date.

Additional documentation that may be attached to claims for processing for possible payment is:

- A screen print from KY HealthNet verifying the eligibility issuance date and eligibility dates must be attached behind the claim
- A screen print from KY HealthNet verifying filing within 12 months from the date of service, such as the appropriate section of the Remittance Advice (RA) or from the Claims Inquiry Summary Page (accessed via the Main Menu's Claims Inquiry selection)
- A copy of the Medicare Explanation of Medicare Benefits received 12 months after service date but less than six months after the Medicare adjudication date
- A copy of the commercial insurance carrier's Explanation of Benefits (EOB) received 12 months after service date but less than six months after the commercial insurance carrier's adjudication date
- A copy of the MCO Paid remittance statement and a copy of the MCO Void remittance statement must be attached behind the claim when an MCO member's eligibility is retroactively changed to be a KY Medicaid member. Claim must be received and processed by KY Medicaid within one year of the MCO Void EOB date

5.2 Retroactive Eligibility (Back-Dated) Card

Aged claims for members whose eligibility for Medicaid is determined retroactively may be considered for payment if filed within one year from the eligibility issuance date. Claim submission must be within 12 months of the issuance date. A copy of the KY HealthNet card issuance screen must be attached behind the paper claim.

5.3 Unacceptable Documentation

Copies of previously submitted claim forms, providers' in-house records of claims submitted, or letters detailing filing dates are not acceptable documentation of timely billing. Attachments must prove the claim was received in a timely manner by Gainwell.

5.4 Third Party Coverage Information

5.4.1 Commercial Insurance Coverage (this does NOT include Medicare)

When a claim is received for a member whose eligibility file indicates other health insurance is active and applicable for the dates of services, and no payment from other sources is entered on the Medicaid claim form, the claim is automatically denied unless documentation is attached.

5.4.2 Documentation that May Prevent a Claim from Being Denied for Other Coverage

The following forms of documentation prevent claims from being denied for other health insurance when attached to the claim.

1. Remittance statement from the insurance carrier that includes:
 - a. Member name
 - b. Date(s) of service
 - c. Billed information that matches the billed information on the claim submitted to Medicaid

and

- d. An indication of denial or that the billed amount was applied to the deductible

Note: Rejections from insurance carriers stating "additional information necessary to process claim" is not acceptable.

2. Letter from the insurance carrier that includes:
 - a. Member name
 - b. Date(s) of service(s)
 - c. Termination or effective date of coverage (if applicable)
 - d. Statement of benefits available (if applicable)
- and**
- e. The letter must have a signature of the insurance representative or be on the insurance company's letterhead
 3. Letter from a provider that states they have contacted the insurance company via telephone. The letter must include the following information:
 - a. Member name
 - b. Date(s) of service
 - c. Name of insurance carrier
 - d. Name of and phone number of insurance representative spoken to or a notation indicating a voice automated response system was reached
 - e. Termination or effective date of coverage

and

- f. Statement of benefits available (if applicable)

4. A copy of a prior remittance statement from an insurance company may be considered an acceptable form of documentation if it is:
 - a. For the same member
 - b. For the same or related service being billed on the claim

and

- c. The date of service specified on the remittance advice is no more than six months prior to the claim's date of service

Note: If the remittance statement does not provide a date of service, the denial may only be acceptable by Gainwell if the date of the remittance statement is no more than six months from the claim's date of service.

5. Letter from an employer that includes:
 - a. Member name
 - b. Date of insurance or employee termination or effective date (if applicable)
- and**
- c. Employer letterhead or signature of company representative

5.4.3 When there is No Response within 120 Days from the Insurance Carrier

When the other health insurance has not responded to a provider's billing within 120 days from the date of filing a claim, a provider may complete a TPL Lead Form. Write "no response in 120 days" on either the TPL Lead Form or the claim form, attach it to the claim and submit it to Gainwell. Gainwell overrides the other health insurance edits and forwards a copy of the TPL Lead Form to the TPL Unit. A member of the TPL staff contacts the insurance carrier to see why they have not paid their portion of liability.

5.4.4 For Accident and Work-Related Claims

For claims related to an accident or work-related incident, the provider should pursue information relating to the event. If an employer, individual, or an insurance carrier is a liable party but the liability has not been determined, claims may be submitted to Gainwell with an attached letter containing any relevant information, such as, names of attorneys, other involved parties, and/or the member's employer to:

Gainwell Technologies
ATTN: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

5.4.4.1 TPL Lead Form

Figure 2: Third Party Liability Lead Form

Gainwell Technologies		Gainwell Technologies Attention: TPL Unit P.O. Box 2107 Frankfort, KY 40602-2107	
THIRD PARTY LIABILITY LEAD FORM			
Provider Name: _____	Provider #: _____		
Member Name: _____	Member #: _____		
Address: _____	Date of Birth: _____		
From Date of Service: _____	To Date of Service: _____		
Date of Admission: _____	Date of Discharge: _____		
Insurance Carrier Name: _____			
Address: _____			
Policy Number: _____	Start Date: _____	End Date: _____	
Date Claim was Filed with Insurance Carrier: _____			
Please check the one that applies:			
☐ No Response in Over 120 Days			
☐ Policy Termination Date: _____			
☐ Other: Please explain in the space provided below			

Contact Name: _____	Contact Telephone #: _____		
Signature: _____	Date: _____		
DMS Approved December 7, 2020			

5.5 Provider Inquiry Form

Provider Inquiry Forms may be used for any unique questions concerning claim status, paid or denied claims, and billing concerns. The mailing address for the Provider Inquiry Form is:

Gainwell Technologies
Provider Services
P.O. Box 2100
Frankfort, KY 40602-2100

Please keep the following points in mind when using this form:

- Send the completed form to Gainwell; a copy is returned with a response
- When resubmitting a corrected claim, do not attach a Provider Inquiry Form
- A toll free Gainwell number 1-800-807-1232 is available in lieu of using this form
- To check claim status, call the Gainwell Voice Response on 1-800-807-1301 or you may use the KY HealthNet by logging into <https://home.kymmis.com>

Figure 3: Provider Inquiry Form

Provider Inquiry Form							
Gainwell Technologies P.O. Box 2100 Frankfort, KY 40602	Please check claim status, verify eligibility, and download Remittance statements using KY HealthNet. Please contact the Gainwell Helpdesk at (800) 205-4696 for access information.						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">Provider Number</td> <td style="width: 50%; padding: 5px;">Member Name</td> </tr> <tr> <td rowspan="3" style="padding: 5px;">Provider Name/Address</td> <td style="padding: 5px;">Member ID Number</td> </tr> <tr> <td style="padding: 5px;">Claim Service Date/ICN if applicable</td> </tr> <tr> <td style="padding: 5px;">Billed Amount</td> </tr> </table>	Provider Number	Member Name	Provider Name/Address	Member ID Number	Claim Service Date/ICN if applicable	Billed Amount	
Provider Number	Member Name						
Provider Name/Address	Member ID Number						
	Claim Service Date/ICN if applicable						
	Billed Amount						
Provider's Message: 							
Signature	Date						
Gainwell Technologies Response:							
	This claim was previously processed according to KY Medicaid guidelines. Claim will be sent for denial.						
	This claim has been sent to processing.						
	AGED CLAIM, claim will be sent for denial. See reverse side for timely filing guidelines.						
	Documentation attached is being returned due to no claim form attached to request.						
Other:							
Signature	Date						
• HIPAA Privacy Notification: This message and accompanying documents are covered by the Communications Privacy Act, 18 U.S.C. 2510-2521, and contains information for the specified individual only. This information is confidential. If you are not the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately and delete the original message.							

5.6 Prior Authorization Information

Please consider the following regarding Prior Authorization:

- The prior authorization process does NOT verify anything except medical necessity; it does not verify eligibility or age
- The prior authorization letter does not guarantee payment; it only indicates that the service is approved based on medical necessity
- If the individual does not become eligible for Kentucky Medicaid, loses Kentucky Medicaid eligibility, or ages out of the program eligibility, services will not be reimbursed despite having been deemed medically necessary
- Prior Authorization should be requested prior to the provision of services except in cases of:
 - Retro-active member eligibility
 - Retro-active provider number
- Providers should always completely review the Prior Authorization Letter prior to providing services or billing

Access the KY HealthNet website to obtain blank Prior Authorization forms:

[http://www.kymmis.com/kymmis/Provider Relations/PriorAuthorizationForms.aspx](http://www.kymmis.com/kymmis/Provider%20Relations/PriorAuthorizationForms.aspx)

Access to an Electronic Prior Authorization (EPA) request:

<https://home.kymmis.com>

5.7 Adjustments and Void Requests

An adjustment is a change to be made to a “PAID” claim. The mailing address for the Adjustment and Void Request Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when filing an adjustment request:

- Attach a copy of the corrected claim and the paid remittance advice page to the adjustment form
 - For a Medicaid/Medicare crossover, attach an Explanation of Medicare Benefits (EOMB) to the claim
- Do not send refunds on claims for which an adjustment has been filed
- Be specific, explain exactly what is to be changed on the claim
- Claims showing paid zero-dollar amounts are considered paid claims by Medicaid; if the paid amount of zero is incorrect, the claim requires an adjustment
- An adjustment is a change to a paid claim; a claim credit simply voids the claim entirely

Figure 4: Adjustment and Void Request Form

Gainwell Technologies ADJUSTMENT AND VOID REQUEST FORM			
MAIL TO: Gainwell Technologies P.O. BOX 2108 FRANKFORT, KY 40602-2108 1-800-807-1232 ATTN: FINANCIAL SERVICES			
NOTE: A VOID IS TO BE USED TO REMOVE YOUR CLAIM FROM A "PAID" STATUS. A 'NEW' CLAIM CAN THEN BE SENT IF NECESSARY. AN ADJUSTMENT IS USED TO CHANGE INFORMATION ON A PAID CLAIM, SUCH AS UNITS, DOLLAR AMOUNTS, ETC. YOU MAY PERFORM ADJUSTMENTS OR VOIDS ELECTRONICALLY USING KYHEALTHNET IN MOST CASES.			
CHECK APPROPRIATE BOX: ☐ CLAIM ADJUSTMENT ☐ VOID		1. Original Internal Control Number (ICN)	
2. Member Name		3. Member Medicaid Number	
4. Provider Name and Address	5. Provider	6. From Date of Service	7. To Date of Service
	8. Original Billed Amount	9. Original Paid Amount	10. Remittance Advice Date
11. Please specify WHAT is to be adjusted on the claim. You must explain in detail in order for an adjustment specialist to understand what needs to be accomplished by adjusting the claim.			
12. Please specify the REASON for the adjustment or void request.			
13. Signature _____		14. Date _____	
DMS Approved: December 7, 2020			

5.8 Cash Refund Documentation Form

The Cash Refund Documentation Form is used when refunding money to Medicaid. The mailing address for the Cash Refund Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when refunding:

- Attach the Cash Refund Documentation Form to a check made payable to the **KY State Treasurer**
- Attach applicable documentation, such as a copy of the remittance advice showing the claim for which a refund is being issued
- If refunding all claims on an RA, the check amount must match the total payment amount on the RA
 - If refunding multiple RAs, a separate check must be issued for each RA

Figure 5: Cash Refund Documentation Form

Gainwell Technologies <i>Mail To: Gainwell Technologies</i> <i>P.O. Box 2108</i> <i>Frankfort, KY 40602-2108</i> <i>ATTN: Financial Services</i>			Make checks payable to: Kentucky State Treasurer
CASH REFUND DOCUMENTATION			
1. Check Number	2. Check Amount		
3. Provider Name/ID/Address	4. Member Name		
	5. Member Number		
6. From Date of Service	7. To Date of Service	8. RA Date	
9. Internal Control Number (If several ICNs, attach RAs)			
Research for Refund: (Check appropriate blank) ☐ a. Payment from other source - Check the category and list name (<i>attach copy of EOB</i>) ☐ Health Insurance ☐ Auto Insurance ☐ Medicare Paid ☐ Other ☐ b. Billed in error ☐ c. Duplicate payment (attach a copy of both RAs) <i>If RAs are paid to two different providers, specify to which provider ID the check is to be applied.</i> ☐ d. Processing error OR overpayment (explain why) ☐ e. Paid to wrong provider ☐ f. Money has been requested - date of the letter <i>(attach a copy of letter requesting money)</i> ☐ g. Other			
Contact Name _____ Phone _____			
DMS Approved: March 6, 2020			

5.9 Return to Provider Letter

Claims and attached documentation received by Gainwell are screened for required information (listed below). If the required information is not complete, the claim is returned to the provider with a "Return to Provider Letter" attached explaining why the claim is being returned.

A claim is returned before processing if the following information is missing:

- Provider ID
- Member identification number
- Member first and last names
- EOMB for Medicare/Medicaid crossover claims

Other reasons for return may include:

- Illegible claim date of service or other pertinent data
- Claim lines completed exceed the limit
- Unable to image

Figure 6: Return to Provider Letter Form

	
RETURN TO PROVIDER LETTER	
Date: _____ - _____ - _____	
Dear Provider,	
The attached claim(s) is being returned for the following reason(s). These items require correction before the claim can be processed.	
01) _____ PROVIDER – A valid 8-digit Medicaid provider number or 10-digit NPI must be on the claim form in the appropriate field. _____ Missing 33 A/B _____ Not a valid provider number _____ Qualifier missing/invalid field 33b _____ Field 33 A/B Invalid	
02) _____ Provider Signature	
03) _____ Detail lines exceed the limit for the claim type	
04) _____ UNABLE TO IMAGE OR KEY - Claim form/Medicare coding sheet must be legible. Highlighted forms are not acceptable. White paper only, No shrunken claims, Blue or Black ink only, Front page only. _____ Print too light or dark _____ Front Page only _____ Highlighted fields _____ Not legible _____ Claim alignment/shrunken	
05) _____ Medicaid does not make payment when Medicare has paid the amount in full.	
06) _____ The Member's Medicaid (MAID) number is missing or invalid _____ Missing _____ Invalid	
07) _____ Medicare Coding sheet does not match the claim _____ One code sheet per claim _____ Member Number _____ Member Name _____ Coding Sheet Details must match claim details/numbers	
08) _____ Other Reasons _____ Incorrect form (claim/code sheet) _____ Missing Medicaid payer name FL 50 _____ No abbreviations for Payer Name in FL 50 (Medicare/Medicaid) _____ Only one Medicaid/Medicare payer FL 50 _____ Member info missing (field 20) _____ Dollar amount invalid on claim and/or Code Sheet	
_____ Claim(s) are being returned to you for correction for the reasons noted above.	
Helpful Hints When Billing for Services Provided to a Medicaid Member	
• The Member's Medicaid number on the CMS must be entered in <u>Field 1A</u> • The Member's Medicaid number on the UB04 must be entered in <u>Block 60</u> • Member Medicare numbers are not valid Medicaid numbers • Please refer to your billing manual if you have any concerns about billing the Medicaid program correctly.	
Please make the necessary corrections and resubmit for processing. If you have any questions, please feel free to contact our Provider Relations Group, Monday through Friday, 8:00 am until 6:00 pm eastern standard/daylight savings time, at 800-807-1232. Electronic billing is strongly encouraged. You now have the capability to submit attachments electronically. If you are interested in billing Medicaid electronically, please contact Gainwell Technologies at 1-800-205-4696 7:30 AM to 6:00 PM Monday through Friday except holidays or view our training video on www.kymmis.com under Provider Relations, Training Videos.	
Clerk _____	
Provider Name _____	
Provider Number _____	
Reason Code _____	

5.10 Provider Representative List

5.10.1 Contacts and Assigned Counties

Table 1: Contacts and Assigned Counties

Lela Lyon llyon@gainwelltechnologies.com			Whitney Cole Whitneyc@gainwelltechnologies.com		
Assigned Counties			Assigned Counties		
ADAIR	GREEN	MCCREARY	ANDERSON	GARRARD	MENIFEE
ALLEN	HART	MCLEAN	BATH	GRANT	MERCER
BALLARD	HARLAN	METCALFE	BOONE	GRAYSON	MONTGOMERY
BARREN	HENDERSON	MONROE	BOURBON	GREENUP	MORGAN
BELL	HICKMAN	MUHLENBERG	BOYD	HANCOCK	NELSON
BOYLE	HOPKINS	OWSLEY	BRACKEN	HARDIN	NICHOLAS
BREATHITT	JACKSON	PERRY	BRECKINRIDGE	HARRISON	OHIO
CALDWELL	KNOX	PIKE	BULLITT	HENRY	OLDHAM
CALLOWAY	KNOTT	PULASKI	BUTLER	JEFFERSON	OWEN
CARLISLE	LARUE	ROCKCASTLE	CAMPBELL	JESSAMINE	PENDLETON
CASEY	LAUREL	RUSSELL	CARROLL	JOHNSON	POWELL
CHRISTIAN	LESLIE	SIMPSON	CARTER	KENTON	ROBERTSON
CLAY	LETCHER	TAYLOR	CLARK	LAWRENCE	ROWAN
CLINTON	LINCOLN	TODD	DAVIESS	LEE	SCOTT
CRITTENDEN	LIVINGSTON	TRIGG	ELLIOTT	LEWIS	SHELBY
CUMBERLAND	LOGAN	UNION	ESTILL	MADISON	SPENCER
EDMONSON	LYON	WARREN	FAYETTE	MAGOFFIN	TRIMBLE
FLOYD	MARION	WAYNE	FLEMING	MARTIN	WASHINGTON
FULTON	MARSHALL	WEBSTER	FRANKLIN	MASON	WOLFE
GRAVES	MCCRACKEN	WHITLEY	GALLATIN	MEADE	WOODFORD

Note: Out-of-state providers contact the Representative who has the county closest bordering their state, unless noted above.

Provider Relations contact number: 1-800-807-1232

6 Completion of CMS-1500 Paper Claim Form

The CMS-1500 claim form is used to bill services for School Based Health Services Care. A copy of a claim form is shown on the following page.

Providers may order CMS-1500 claim forms from the:

U.S. Government Printing Office
Superintendent of Documents
P.O. Box 371954
Pittsburgh, PA 15250-7954
Telephone: 1-202-512-1800

Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.

6.1 CMS-1500 (02/12) Claim Form with NPI and Taxonomy

Figure 7: CMS-1500 (02/12) Claim Form with NPI and Taxonomy

HEALTH INSURANCE CLAIM FORM											
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12											
PICA ☐ ☐											
1. MEDICARE ☐ (Medicare#)				MEDICAID ☐ (Medicaid#)		TRICARE ☐ (ID#)		CHAMPVA ☐ (Member ID#)		GROUP HEALTH PLAN ☐ (ID#)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)				3. PATIENT'S BIRTH DATE MM DO YY		SEX M ☐ F ☐		1a. INSURED'S I.D. NUMBER (For Program in Item 1)			
5. PATIENT'S ADDRESS (No., Street)				6. PATIENT RELATIONSHIP TO INSURED Self ☐ Spouse ☐ Child ☐ Other ☐		7. INSURED'S ADDRESS (No., Street)		4. INSURED'S NAME (Last Name, First Name, Middle Initial)			
CITY				STATE		CITY		STATE		8. RESERVED FOR NUCC USE	
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: a. EMPLOYMENT? (Current or Previous) ☐ YES ☐ NO b. AUTO ACCIDENT? ☐ YES ☐ NO c. OTHER ACCIDENT? ☐ YES ☐ NO 10d. CLAIM CODES (Designated by NUCC)				11. INSURED'S POLICY GROUP OR FECA NUMBER		a. INSURED'S DATE OF BIRTH MM DO YY		SEX M ☐ F ☐		b. OTHER CLAIM ID (Designated by NUCC)	
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 _____				13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED _____		c. INSURANCE PLAN NAME OR PROGRAM NAME		d. IS THERE ANOTHER HEALTH BENEFIT PLAN? ☐ YES ☐ NO <i>If yes, complete items 9, 9a, and 9d.</i>		14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DO YY	
15. OTHER DATE QUAL. MM DO YY				16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DO YY TO MM DO YY		17. NAME OF REFERRING PROVIDER OR OTHER SOURCE		17a. ☐ 17b. NPI		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DO YY TO MM DO YY	
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)				20. OUTSIDE LAB? ☐ YES ☐ NO		21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY. Relate A-L to service line below (24E) A. ☐ B. ☐ C. ☐ D. ☐ E. ☐ F. ☐ G. ☐ H. ☐ I. ☐ J. ☐ K. ☐ L. ☐		22. RESUBMISSION CODE		23. PRIOR AUTHORIZATION NUMBER	
24. A. DATE(S) OF SERVICE From MM DO YY To MM DO YY		B. PLACE OF SERVICE EMG		C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT-4/HCPCS MODIFIER		E. DIAGNOSIS PORTER		F. \$ CHARGES		G. DAYS OR UNITS	
H. \$ CHARGES		I. ID. QUAL.		J. RENDERING PROVIDER ID. #		K. NPI		L. NPI		M. NPI	
N. NPI		O. NPI		P. NPI		Q. NPI		R. NPI		S. NPI	
T. NPI		U. NPI		V. NPI		W. NPI		X. NPI		Y. NPI	
Z. NPI		AA. NPI		AB. NPI		AC. NPI		AD. NPI		AE. NPI	
AF. NPI		AG. NPI		AH. NPI		AI. NPI		AJ. NPI		AK. NPI	
AL. NPI		AM. NPI		AN. NPI		AO. NPI		AP. NPI		AQ. NPI	
AR. NPI		AS. NPI		AT. NPI		AU. NPI		AV. NPI		AW. NPI	
AX. NPI		AY. NPI		AZ. NPI		BA. NPI		BB. NPI		BC. NPI	
BD. NPI		BE. NPI		BF. NPI		BG. NPI		BH. NPI		BI. NPI	
BJ. NPI		BK. NPI		BL. NPI		BM. NPI		BN. NPI		BO. NPI	
BP. NPI		BQ. NPI		BR. NPI		BS. NPI		BT. NPI		BU. NPI	
BV. NPI		BW. NPI		BX. NPI		BY. NPI		BZ. NPI		CA. NPI	
CB. NPI		CC. NPI		CD. NPI		CE. NPI		CF. NPI		CG. NPI	
CH. NPI		CI. NPI		CJ. NPI		CK. NPI		CL. NPI		CM. NPI	
CN. NPI		CO. NPI		CP. NPI		CQ. NPI		CR. NPI		CS. NPI	
CT. NPI		CU. NPI		CV. NPI		CW. NPI		CX. NPI		CY. NPI	
CZ. NPI		DA. NPI		DB. NPI		DC. NPI		DD. NPI		DE. NPI	
DF. NPI		DG. NPI		DH. NPI		DI. NPI		DJ. NPI		DK. NPI	
DL. NPI		DM. NPI		DN. NPI		DO. NPI		DP. NPI		DQ. NPI	
DR. NPI		DS. NPI		DT. NPI		DU. NPI		DV. NPI		DW. NPI	
DX. NPI		DY. NPI		DZ. NPI		EA. NPI		EB. NPI		EC. NPI	
ED. NPI		EE. NPI		EF. NPI		EG. NPI		EH. NPI		EI. NPI	
EJ. NPI		EK. NPI		EL. NPI		EM. NPI		EN. NPI		EO. NPI	
EP. NPI		EQ. NPI		ER. NPI		ES. NPI		ET. NPI		EU. NPI	
EV. NPI		EW. NPI		EX. NPI		EY. NPI		EZ. NPI		FA. NPI	
FB. NPI		FC. NPI		FD. NPI		FE. NPI		FF. NPI		FG. NPI	
FH. NPI		FI. NPI		FJ. NPI		FK. NPI		FL. NPI		FM. NPI	
FN. NPI		FO. NPI		FP. NPI		FQ. NPI		FR. NPI		FS. NPI	
FT. NPI		FU. NPI		FV. NPI		FW. NPI		FX. NPI		FY. NPI	
FZ. NPI		GA. NPI		GB. NPI		GC. NPI		GD. NPI		GE. NPI	
GF. NPI		GG. NPI		GH. NPI		GI. NPI		GJ. NPI		GK. NPI	
GL. NPI		GM. NPI		GN. NPI		GO. NPI		GP. NPI		GQ. NPI	
GR. NPI		GS. NPI		GT. NPI		GU. NPI		GV. NPI		GW. NPI	
GX. NPI		GY. NPI		GZ. NPI		HA. NPI		HB. NPI		HC. NPI	
HD. NPI		HE. NPI		HF. NPI		HG. NPI		HH. NPI		HI. NPI	
HJ. NPI		HK. NPI		HL. NPI		HM. NPI		HN. NPI		HO. NPI	
HP. NPI		HQ. NPI		HR. NPI		HS. NPI		HT. NPI		HU. NPI	
HV. NPI		HW. NPI		HX. NPI		HY. NPI		HZ. NPI		IA. NPI	
IB. NPI		IC. NPI		ID. NPI		IE. NPI		IF. NPI		IG. NPI	
IH. NPI		II. NPI		IJ. NPI		IK. NPI		IL. NPI		IM. NPI	
IN. NPI		IO. NPI		IP. NPI		IQ. NPI		IR. NPI		IS. NPI	
IT. NPI		IU. NPI		IV. NPI		IW. NPI		IX. NPI		IY. NPI	
IZ. NPI		JA. NPI		JB. NPI		JC. NPI		JD. NPI		JE. NPI	
JF. NPI		JG. NPI		JH. NPI		JI. NPI		JJ. NPI		JK. NPI	
JL. NPI		JM. NPI		JN. NPI		JO. NPI		JP. NPI		JQ. NPI	
JR. NPI		JS. NPI		JT. NPI		JU. NPI		JV. NPI		JW. NPI	
JX. NPI		JY. NPI		JZ. NPI		KA. NPI		KB. NPI		KC. NPI	
KD. NPI		KE. NPI		KF. NPI		KG. NPI		KH. NPI		KI. NPI	
KL. NPI		KM. NPI		KN. NPI		KO. NPI		KP. NPI		KQ. NPI	
KR. NPI		KS. NPI		KT. NPI		KU. NPI		KV. NPI		KW. NPI	
KX. NPI		KY. NPI		KZ. NPI		LA. NPI		LB. NPI		LC. NPI	
LD. NPI		LE. NPI		LF. NPI		LG. NPI		LH. NPI		LI. NPI	
LJ. NPI		LK. NPI		LL. NPI		LM. NPI		LN. NPI		LO. NPI	
LP. NPI		LQ. NPI		LR. NPI		LS. NPI		LT. NPI		LU. NPI	
LV. NPI		LW. NPI		LX. NPI		LY. NPI		LZ. NPI		MA. NPI	
MB. NPI		MC. NPI		MD. NPI		ME. NPI		MF. NPI		MG. NPI	
MH. NPI		MI. NPI		MJ. NPI		MK. NPI		ML. NPI		MM. NPI	
MN. NPI		MO. NPI		MP. NPI		MQ. NPI		MR. NPI		MS. NPI	
MT. NPI		MU. NPI		MV. NPI		MW. NPI		MX. NPI		MY. NPI	
MZ. NPI		NA. NPI		NB. NPI		NC. NPI		ND. NPI		NE. NPI	
NF. NPI		NG. NPI		NH. NPI		NI. NPI		NJ. NPI		NK. NPI	
NL. NPI		NM. NPI		NO. NPI		NP. NPI		NQ. NPI		NR. NPI	
NS. NPI		NT. NPI		NU. NPI		NV. NPI		NW. NPI		NX. NPI	
NY. NPI		NZ. NPI		OA. NPI		OB. NPI		OC. NPI		OD. NPI	
OE. NPI		OF. NPI		OG. NPI		OH. NPI		OI. NPI		OJ. NPI	
OK. NPI		OL. NPI		OM. NPI		ON. NPI		OO. NPI		OP. NPI	
OQ. NPI		OR. NPI		OS. NPI		OT. NPI		OU. NPI		OV. NPI	
OW. NPI		OX. NPI		OY. NPI		OZ. NPI		PA. NPI		PB. NPI	
PC. NPI		PD. NPI		PE. NPI		PF. NPI		PG. NPI		PH. NPI	
PH. NPI		PI. NPI		PJ. NPI		PK. NPI		PL. NPI		PM. NPI	
PN. NPI		PO. NPI		PP. NPI		PQ. NPI		PR. NPI		PS. NPI	
PT. NPI		PU. NPI		PV. NPI		PW. NPI		PX. NPI		PY. NPI	
PZ. NPI		QA. NPI		QB. NPI		QC. NPI		QD. NPI		QE. NPI	
QF. NPI		QG. NPI		QH. NPI		QI. NPI		QJ. NPI		QK. NPI	
QL. NPI		QM. NPI		QN. NPI		QO. NPI		QP. NPI		QQ. NPI	
QR. NPI		QS. NPI		QT. NPI		QU. NPI		QV. NPI		QW. NPI	
QX. NPI		QY. NPI		QZ. NPI		RA. NPI		RB. NPI		RC. NPI	
RD. NPI		RE. NPI		RF. NPI		RG. NPI		RH. NPI		RI. NPI	
RJ. NPI		RK. NPI		RL. NPI		RM. NPI		RN. NPI		RO. NPI	
RP. NPI		RQ. NPI		RR. NPI		RS. NPI		RT. NPI		RU. NPI	
RV. NPI		RW. NPI		RX. NPI		RY. NPI		RZ. NPI		SA. NPI	
SB. NPI		SC. NPI		SD. NPI		SE. NPI		SF. NPI		SG. NPI	
SH. NPI		SI. NPI		SJ. NPI		SK. NPI		SL. NPI		SM. NPI	
SN. NPI		SO. NPI		SP. NPI		SQ. NPI		SR. NPI		SS. NPI	
ST. NPI		SU. NPI		SV. NPI		SW. NPI		SX. NPI		SY. NPI	
SZ. NPI		TA. NPI		TB. NPI		TC. NPI		TD. NPI		TE. NPI	
TF. NPI		TG. NPI		TH. NPI		TI. NPI		TJ. NPI		TK. NPI	
TL. NPI		TM. NPI		TN. NPI		TO. NPI		TP. NPI		TQ. NPI	
TR. NPI		TS. NPI		TT. NPI		TU. NPI		TV. NPI		TW. NPI	
TX. NPI		TY. NPI		TZ. NPI		UA. NPI		UB. NPI		UC. NPI	
UD. NPI		UE. NPI		UF. NPI		UG. NPI		UH. NPI		UI. NPI	
UJ. NPI		UK. NPI		UL. NPI		UM. NPI		UN. NPI		UO. NPI	
UP. NPI		UQ. NPI		UR. NPI		US. NPI		UT. NPI		UU. NPI	
UV. NPI		UW. NPI		UX. NPI		UY. NPI		UZ. NPI		VA. NPI	
VB. NPI		VC. NPI		VD. NPI		VE. NPI		VF. NPI		VG. NPI	
VH. NPI		VI. NPI		VJ. NPI		VK. NPI		VL. NPI		VM. NPI	
VN. NPI		VO. NPI		VP. NPI		VQ. NPI		VR. NPI		VS. NPI	
VT. NPI		VU. NPI		VV. NPI		VW. NPI		VX. NPI		VY. NPI	
VZ. NPI		WA. NPI		WB. NPI		WC. NPI		WD. NPI		WE. NPI	
WF. NPI		WG. NPI		WH. NPI		WI. NPI		WJ. NPI		WK. NPI	
WL. NPI		WM. NPI		WN. NPI		WO. NPI		WP. NPI		WQ. NPI	
WR. NPI		WS. NPI		WT. NPI		WU. NPI		WV. NPI		WW. NPI	
WX. NPI		WY. NPI		WZ. NPI		XA. NPI		XB. NPI		XC. NPI	
XD. NPI		XE. NPI		XF. NPI		XG. NPI		XH. NPI		XI. NPI	
XJ. NPI		XK. NPI		XL. NPI		XM. NPI		XN. NPI		XO. NPI	
XP. NPI		XQ. NPI		XR. NPI		XS. NPI		XT. NPI		XU. NPI	
XV. NPI		XW. NPI		XX. NPI		XY. NPI		XZ. NPI		YA. NPI	
YB. NPI		YC. NPI		YD. NPI		YE. NPI		YF. NPI		YG. NPI	
YH. NPI		YI. NPI		YJ. NPI		YK. NPI		YL. NPI		YM. NPI	
YN. NPI		YO. NPI		YP. NPI		YQ. NPI		YR. NPI		YS. NPI	
YT. NPI		YU. NPI		YV. NPI		YW. NPI		YX. NPI		YY. NPI	
YZ. NPI		ZA. NPI		ZB. NPI		ZC. NPI		ZD. NPI		ZE. NPI	
ZF. NPI		ZG. NPI		ZH. NPI		ZI. NPI		ZJ. NPI		ZK. NPI	
ZL. NPI		ZM. NPI		ZN. NPI		ZO. NPI		ZP. NPI		ZQ. NPI	
ZR. NPI		ZS. NPI		ZT. NPI		ZU. NPI		ZV. NPI		ZW. NPI	
ZX. NPI		ZY. NPI		ZZ. NPI		AA. NPI		AB. NPI		AC. NPI	
AD. NPI		AE. NPI		AF. NPI		AG. NPI		AH. NPI		AI. NPI	
AJ. NPI		AK. NPI		AL. NPI		AM. NPI		AN. NPI		AO. NPI	
AP. NPI		AQ. NPI		AR. NPI		AS. NPI		AT. NPI		AU. NPI	
AV. NPI		AW. NPI		AX. NPI		AY. NPI		AZ. NPI		BA. NPI	
BB. NPI		BC. NPI		BD. NPI		BE. NPI		BF. NPI		BG. NPI	
BH. NPI		BI. NPI		BJ. NPI		BK. NPI		BL. NPI		BM. NPI	
BN. NPI		BO. NPI		BP. NPI		BQ. NPI		BR. NPI		BS. NPI	
BT. NPI		BU. NPI		BV. NPI							

6.2 Completion of CMS-1500 (02/12) Claim Form with NPI and Taxonomy

6.2.1 Detailed Instructions

Claims are returned or rejected if required information is incorrect or omitted. Handwritten claims must be completed in black ink ONLY.

The following fields must be completed:

Table 2: CMS-1500 Claim Form Field Descriptions

Field Number	Field Name and Description
1A	Insured's I.D. Number Enter the 10-digit member identification number exactly as it appears on the current member identification card.
2	Patient's Name Enter the member's last name, first name, and middle initial exactly as it appears on the member identification card.
3	Date of Birth Enter the date of birth for the member.
9	Other Insured's Name Enter the Insured's Name. This is required only if the member is covered by insurance other than Medicaid or Medicare and the other insurance has made a payment on the claim.
9A	Other Insured's Policy Group Number This is required only if the member is covered by insurance other than Medicaid or Medicare and the other insurance has made a payment on the claim. If this field is completed, also complete fields 9D and 29. Note: If other insurance denies the submitted claim, leave Fields 9, 9A, 9D, and 29 blank and attach the denial statement from the other insurance carrier to the CMS-1500 (02/12) claim.
9D	Insurance Plan or Program Name Enter the member's insurance carrier name, but only if there is an entry in 9.
10	Patient's Condition This is required if the member's condition is related to employment, auto accident, or other accident. Check the appropriate block if the member's condition relates to any of the above.
17	Name of Referring Provider or Other Source Enter the qualifier and the name of the Referring Provider or Ordering Provider, if applicable.

Field Number	Field Name and Description
	Qualifiers: DN – denotes Referring Provider DK – denotes Ordering Provider
17B	Name of Referring Provider or Other Source Enter the Referring or Ordering Provider National Provider Identifier (NPI), if applicable.
21	Diagnosis or Nature of Illness or Injury Enter an ICD indicator in the upper right corner to indicate the type of diagnosis being used. 9 = ICD-9 0 = ICD-10 Twelve diagnosis codes may be entered.
23	Prior Authorization Number To denote services as “Free Care” enter FREECARE99. To denote “IEP” enter IEP.
24A	Date of Service (Non-Shaded Area) Enter the date in month, day, year format (MMDDYY). Note: Do not span date this field. Each line item must reflect a single date of service.
24B	Place of Service (Non-Shaded Area) Enter the appropriate two-digit place of service code which identifies the location where services were rendered. Note: Reference the Place of Service appendix for valid codes.
24C	EMG (Shaded Area) Enter the number of students in the group when billing for group procedures. A valid entry is 1 – 6.
24D	Procedure Code (Non-Shaded Area) Enter the appropriate HIPAA compliant five-digit procedure code. Note: Community Health Worker (CHW) services may be billed using procedure codes 98960, 98961, or 98962 if applicable, and in conjunction with the UB modifier. This change is effective with dates of service 07/01/2023 and after.
	Modifier (Non-Shaded Area) Enter the appropriate two-digit modifier, if applicable. Modifier 25 should be used only with an evaluation and management (E&M) service code and only when a significant, separately identifiable evaluation and management service is provided by the same provider to the same patient on the same day of the procedure or service. Documentation is not required to be

Field Number	Field Name and Description				
	submitted with the claim, but appropriate documentation for the procedure and evaluation and management service must be maintained.				
	Modifier (Shaded Area) Enter "EI" for Employee Identifier followed by the three-digit employee ID number assigned by the school. Note: See Appendix F Procedural Coding for School Based Health Services for a list of valid procedure codes and modifiers.				
	Modifier (Shaded Area) <table border="1"> <thead> <tr> <th>Code</th><th>Description</th></tr> </thead> <tbody> <tr> <td>UB</td><td>For services rendered by a Community Health Worker, the modifier UB must be used.</td></tr> </tbody> </table>	Code	Description	UB	For services rendered by a Community Health Worker, the modifier UB must be used.
Code	Description				
UB	For services rendered by a Community Health Worker, the modifier UB must be used.				
24E	Diagnosis Code Indicator (Non-Shaded Area) Enter the diagnosis <i>pointers</i> A – L to refer to a diagnosis code in field 21. Do not enter the actual ICD-10 diagnosis code.				
24F	Charges (Non-Shaded Area) Enter the usual and customary charge for the service being provided to the member.				
24G	Days or Units (Non-Shaded Area) Enter the number of days or units of service provided for the member on this date of service.				
24I	ID Qualifier (Shaded Area) Enter a ZZ to indicate Taxonomy. Note: Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.				
24J	Rendering Provider ID # (Shaded Area) Enter the Taxonomy number. Note: Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.				
	(Non-Shaded Area) Enter the appropriate NPI number.				
26	Patient Account No. Enter the patient account number, if desired. Gainwell types the first 14 or fewer digits. This number appears on the remittance statement as the invoice number.				

Field Number	Field Name and Description
28	Total Charges Enter the total of all individual charges entered in Field 24F. Total each claim separately.
29	Amount Paid Enter any payment from an insurance company, IF NO PAYMENT, LEAVE BLANK.
31	Date Enter the date in numeric format (MMDDYY). This date must be on or after the date(s) of service on the claim.
32	Service Facility Location Information If the address in Form Locator 33 is not the address of where the service was rendered, Form Locator 32 must be completed.
33	Physician/Supplier's Billing Name, Address, Zip Code, and Phone Number Enter the provider's name, address, zip code, and phone number.
33A	NPI Enter the appropriate NPI number.
33B	(Shaded Area) Enter ZZ and the Pay To Taxonomy number. Note: Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.

6.3 Community Health Workers Certification Needs

Providers are to keep Community Health Workers (CHW) certifications on file for random audits to ensure compliance.

Community Health Workers must complete a competency-based community health worker training program offered by an organization approved by the Kentucky Department for Public Health.

OR shall be certified by the Kentucky Department for Public Health.

Certifications and additional information may be found at the following link:

<https://www.chfs.ky.gov/agencies/dph/dpqi/cdpb/Pages/chwp.aspx>

6.4 Helpful Hints for Successful CMS-1500 (02/12) Filing

The following hints are helpful when filing:

- Any required documentation for claims processing must be attached to each claim; each claim is processed separately
- Be sure to include the “AS OF” date and “EOB” code when copying a remittance advice as proof of timely filing or for inquiries concerning claim status
- Please follow up on a claim that appears to be outstanding after four weeks from your submission date
- Field 24B (Place of Service) requires a two-digit code
- Field 24E (Diagnosis Code Indicator) is a one-digit only field
- If any insurance other than Medicare/KY Medicaid makes a payment on services you are billing, complete fields 9, 9A, 9D, and 29 on the CMS-1500 (02/12) claim form
- If insurance does not make a payment on services you are billing, attach the private insurance denial to the CMS-1500 claim form
 - Do not complete fields 9, 9A, 9D, and 29 on the CMS-1500 (02/12) claim form
- When billing the same procedure code for the same date of service, you must bill on one line indicating the appropriate units of service
- Do NOT check blocks for Medicare or KY Medicaid on the top of the CMS-1500 claim form
- When submitting claims for the coinsurance and/or deductible after Medicare payment, do not cut your EOMB into strips; the Medicare paid date on the EOMB must be visible and is required for processing
- If you are submitting a copy of a previously submitted claim on which some line items have paid and some denied, mark through or delete any line(s) on the claim already paid
 - If you mark through any lines, be sure to recompute your total charge in Field 28 to reflect the new total charge billed

6.5 Mailing Information

Send the CMS-1500 claim form to Gainwell for processing as soon as possible after the service is rendered. Retain a copy in the office file.

Mail completed claims to:

Gainwell Technologies
P.O. Box 2101
Frankfort, KY 40602-2101

7 Appendix A – Internal Control Number

An Internal Control Number (ICN) is assigned by Gainwell to each claim. During the imaging process, a unique control number is assigned to each individual claim for identification, efficient retrieval, and tracking. The ICN consists of 13 digits and contains the following information:

11 – 20 – 032 – 123456

1 2 3 4

1. Region

- a. The *Region* in each ICN is the first set of numbers, which describes how the claim is received. The following table provides a description of each region:

Table 3: ICN, Region Field Descriptions

Region	Description
10	Paper claims with no attachments
11	Paper claims with attachments
20	Electronic claims with no attachments
21	Electronic claims with attachments
22	Internet claims with no attachments
23	Internet claims with attachments
40	Claims converted from old MMIS
45	Adjustments converted from old MMIS
50	Adjustments – non-check related
51	Adjustments – check related
52	Mass adjustments – non-check related
53	Mass adjustments – check related
54	Mass adjustments – void transaction
55	Mass adjustments – provider rates
56	Adjustments – void non-check related
57	Adjustments – void check related

2. Year of Receipt

3. Julian Date of Receipt (the Julian calendar numbers the days of the year 1 – 365; for example, 001 is January 1 and 032 (shown above) is February 1)

4. Batch Sequence Used Internally

8 Appendix B – Remittance Advice

This section is a step-by-step guide to reading a Kentucky Medicaid Remittance Advice (RA). The following sections describe major categories related to processing/adjudicating claims. To enhance this document's usability, detailed descriptions of the fields on each page are included, reading the data from left to right, top to bottom.

8.1 Examples of Pages in a Remittance Advice

There are several types of pages in a Remittance Advice, including separate page types for each type of claim; however, if a provider does not have activity in that particular category, those pages are not included.

Following are examples of pages which may appear in a Remittance Advice:

Table 4: Remittance Advice Field Descriptions

Field	Description
Returned Claims	This section lists all claims that have been returned to the provider with a Return to Provider (RTP) letter. The RTP letter explains why the claim is being returned. These claims are returned because they are missing information required for processing.
Paid Claims	This section lists all claims paid in the cycle.
Denied Claims	This section lists all claims that denied in the cycle.
Claims in Process	This section lists all claims that have been suspended as of the current cycle. The provider should maintain this page and compare it with future Remittance Advices until all the claims listed have appeared on the PAID CLAIMS page or the DENIED CLAIMS page. Until that time, the provider need not resubmit the claims listed in this section.
Adjusted Claims	This section lists all claims that have been submitted and processed for adjustment or claim credit transactions.
Mass Adjusted Claims	This section lists all claims that have been mass adjusted at the request of the Department for Medicaid Services (DMS).
Financial Transactions	This section lists financial transactions with activity during the week of the payment cycle. Note: It is imperative the provider maintains any A/R page with an outstanding balance.
Summary	This section details all categories contained in the Remittance Advice for the current cycle, month to date, and year to date. Explanation of Benefit (EOB) codes listed throughout the Remittance Advice is defined in this section.
EOB Code Descriptions	EOB codes which appear in the RA are defined in this section.

Note: For the purposes of reconciliation of claims payments and claims resubmission of denied claims, it is highly recommended that all remittance advices be kept for at least one year.

8.2 Title

The header information that follows is contained on every page of the Remittance Advice.

Figure 8: Remittance Advice Header

REPORT: CRA-XBPD-R	COMMONWEALTH OF KENTUCKY	DATE: 01/08/2021
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 2
	PROVIDER REMITTANCE ADVICE	

Table 5: Remittance Advice Header Field Descriptions

Field	Description
Date	The date the Remittance Advice was printed.
RA Number	A system-generated number for the Remittance Advice.
Page	The number of the page within each Remittance Advice.
Claim Type	The type of claims listed on the Remittance Advice.
Provider Name	The name of the provider that billed. (The type of provider is listed directly below the name of the provider.)
Payee ID	The eight-digit Medicaid assigned provider ID of the billing provider.
NPI ID	The NPI number of the billing provider.

The category (type of page) begins each section and is centered (for example, *PAID CLAIMS*). All claims contained in each Remittance Advice are listed in numerical order of the prescription number.

8.3 Banner Page

All Remittance Advices have a “banner page” as the first page. The “banner page” contains provider-specific information regarding upcoming meetings and workshops, “top ten” billing errors, policy updates, billing changes etc. Please pay close attention to this page.

Figure 9: Provider Remittance Banner Page

REPORT: CRA-BANN-R	COMMONWEALTH OF KENTUCKY	DATE: 01/08/2021
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 1
	PROVIDER REMITTANCE ADVICE	
	PROVIDER BANNER MESSAGE	
JD PROVIDER	PAYEE ID	9999999999
555 ANY STREET	NPI ID	9999999999
CITY, KY 55555-0000	CHECK/EFT NUMBER	E999999999
	ISSUE DATE	01/08/2021

Figure 10: Provider Remittance Advice CMS-1500 Claims Paid

REPORT: CRA-PRPD-R	COMMONWEALTH OF KENTUCKY				DATE: 01/08/2021					
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM				PAGE: 2					
PROVIDER REMITTANCE ADVICE										
CMS 1500 CLAIMS PAID										
JD PROVIDER				PAYEE ID		9999999999				
555 ANY STREET				NPI ID		9999999999				
CITY, KY 55555-0000				CHECK/EFT NUMBER		E999999999				
				ISSUE DATE		01/08/2021				
**** RENDERING PROVIDER NAME: JD PROVIDER										
**** RENDERING PROVIDER 9999999999		**** MEMBER OF CLINIC 99999999		****						
--ICN--	SERVICE DATES		BILLED	ALLOWED	TPL	SPENDDOWN	CO-PAY	PAID		
--PATIENT NUMBER--	FROM	THRU	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT		
MEMBER NAME: JOHN DOE			MEMBER ID.: 9999999999							
9999999999999	123120	123120	5,000.00		0.00		0.00			
999999999-9999999999				969.32		0.00		969.32		
		SERVICE DATES	RENDERING	BILLED	ALLOWED					
LN	PL	SERV PROC CD MODIFIERS	UNITS	FROM	THRU	PROVIDER	AMOUNT	AMOUNT	DETAIL	EOBS
0001	11	78815 TC	1.00	123120	123120	9999999999	5,000.00	962.32	3001	9918
NDC:										
Total:			1.00				5,000.00	962.32		
TOTAL CMS 1500 CLAIMS PAID:			1	5,000.00	969.32		0.00	0.00	0.00	969.32

8.4 Paid Claims Page

The table below provides a description of each field on the Paid Claims page:

Table 6: Paid Claims Page Field Descriptions

Field	Description
Patient Account	The 14-digit alpha/numeric Patient Account Number from Form Locator 3.
Member Name	The member's last name and first initial.
Member Number	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
Claim Service Dates From – Thru	The date or dates the service was provided in month, day, and year numeric format.
Billed Amount	The usual and customary charge for services provided for the member.
Allowed Amount	The allowed amount for Medicaid.
TPL Amount	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
Spenddown Amount	The amount collected from the member.
Copay Amount	The amount collected from the member.
Paid Amount	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
Claims Paid on this RA	The total number of paid claims on the Remittance Advice.
Total Billed	The total dollar amount billed by the provider for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).
Total Paid	The total dollar amount paid by Medicaid for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).

Figure 11: Provider Remittance Advice CMS-1500 Claims Denied Report

REPORT: CRA-PRDN-R	COMMONWEALTH OF KENTUCKY	DATE: 01/08/2021
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 3
	PROVIDER REMITTANCE ADVICE	
	CMS 1500 CLAIMS DENIED	

JD PROVIDER	PAYEE ID	9999999999
555 ANY STREET	NPI ID	9999999999
CITY, KY 55555-0000	CHECK/EFT NUMBER	E999999999
	ISSUE DATE	01/08/2021

**** RENDERING PROVIDER NAME: JD PROVIDER

**** RENDERING PROVIDER 9999999999 **** MEMBER OF CLINIC 999999999 ****

--ICN--	SERVICE DATES	BILLED	TPL	SPENDDOWN
--PATIENT NUMBER--	FROM THRU	AMOUNT	AMOUNT	AMOUNT

MEMBER NAME: JOHN DOE MEMBER ID.: 9999999999

999999999999	030120 030120	5,000.00	1,008.92	0.00
9999999999-9999999999				

HEADER EOBS: 1015 9003

LN	PL	SERV	PROC	CD	MODIFIERS	UNITS	FROM	THRU	RENDERING PROVIDER	BILLED AMOUNT	DETAIL EOBS
0001	11		78815	TC	PS	1.00	030120	030120	9999999999	5,000.00	

NDC:

Total:	1.00				5,000.00
--------	------	--	--	--	----------

TOTAL NET EFFECT OF CLAIMS PAID: 1 5,000.00

8.5 Denied Claims Page

The table below provides a description of each field on the Denied Claims page:

Table 7: Denied Claims Page Field Descriptions

Field	Description
Patient Account	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
Member Name	The member's last name and first initial.
Member Number	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
Claim Service Date From – Thru	The date or dates the service was provided in month, day, and year numeric format.
Billed Amount	The usual and customary charge for services provided for the member.
TPL Amount	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
Spenddown Amount	The amount owed from the member.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
Claims Denied on this RA	The total number of denied claims on the Remittance Advice.
Total Billed	The total dollar amount billed by the Home Health Services for all claims listed on the DENIED CLAIMS page of the Remittance Advice (only on final page of section).

Figure 12: Provider Remittance Advice CMS-1500 Claims in Process Report

REPORT: CRA-PRSU-R	COMMONWEALTH OF KENTUCKY	DATE: 01/01/2021				
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 2				
	PROVIDER REMITTANCE ADVICE					
	CMS 1500 CLAIMS IN PROCESS					
JD PROVIDER		PAYEE ID 9999999999				
555 ANY STREET		NPI ID 9999999999				
CITY, KY 55555-0000		CHECK/EFT NUMBER E999999999				
		ISSUE DATE 01/01/2021				
**** RENDERING PROVIDER NAME: JD PROVIDER						
**** RENDERING PROVIDER 9999999999 **** MEMBER OF CLINIC 999999999 ****						
--ICN--	SERVICE DATES	BILLED TPL				
--PATIENT NUMBER--	FROM THRU	AMOUNT AMOUNT				
MEMBER NAME: JOHN DOE		MEMBER ID.: 9999999999				
99999999999999	031020 031020	5,000.00 1,008.92				
9999999999-9999999999						
HEADER EOBS: 9003 1752						
LN	PL SERV PROC CD MODIFIERS	UNITS	SERVICE DATES	RENDERING	BILLED	
			FROM THRU	PROVIDER	AMOUNT	DETAIL EOBS
0001	11 78815 TC PS	1.00	030120 030120	9999999999	5,000.00	
NDC:						
Total:		1.00			5,000.00	
TOTAL NET EFFECT OF CLAIMS IN PROCESS:			1	5,000.00	1,008.92	0.00

8.6 Claims in Process Page

The table below provides a description of each field on the Claims in Process page:

Table 8: Claims in Process Page Field Descriptions

Field	Description
Patient Account	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
Member Name	The member's last name and first initial.
Member Number	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
Claim Service Date From – Thru	The date or dates the service was provided in month, day, and year numeric format.
Billed Amount	The usual and customary charge for services provided for the member.
TPL Amount	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.

Figure 13: Provider Remittance Advice Claims Returned Report

REPORT: CRA-IPPD-R	COMMONWEALTH OF KENTUCKY (M1)	DATE: 01/08/2021
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 2
	PROVIDER REMITTANCE ADVICE	
	CLAIMS RETURNED	
JD PROVIDER		PAYEE ID 999999999
555 ANY STREET		NPI ID
CITY, KY 55555-0000		CHECK/EFT NUMBER E99999999
		ISSUE DATE 01/08/2021
-ICN--	REASON CODE	
99999999999999	01	
CLAIMS RETURNED: 01		

8.7 Returned Claim

The table below provides a description of each field on the Returned Claim page:

Table 9: Returned Claim Page Field Descriptions

Field	Description
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
Reason Code	A code denoting the reason for returning the claim.
Claims Returned on this RA	The total number of returned claims on the Remittance Advice.

Note: Claims appearing on the “returned claim” page are returned via regular mail. The actual claim is returned with a “return to provider” sheet attached, indicating the reason for the claim being returned.

Figure 14: Provider Remittance Advice CMS-1500 Claim Adjustments Report

REPORT:	CRA-PRAD-R	COMMONWEALTH OF KENTUCKY	DATE:	01/08/2021
RA#:	99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE:	72
PROVIDER REMITTANCE ADVICE				
CMS 1500 CLAIM ADJUSTMENTS				
JD PROVIDER			PAYEE ID	9999999999
555 ANY STREET			NPI ID	9999999999
CITY, KY 55555-0000			CHECK/EFT NUMBER	E999999999
			ISSUE DATE	01/08/2021
**** RENDERING PROVIDER NAME: JD PROVIDER				
**** RENDERING PROVIDER	9999999999	**** MEMBER OF CLINIC	99999999	****
-PATIENT NUMBER.-	ICN	SERVICE DATES	BILLED	TPL
		FROM THRU	AMOUNT	AMOUNT
				SPENDDOWN
				CO-PAY
				PAID
				AMOUNT
*** ADJUSTMENT TO CLAIM	99999999999999	ORIGINALLY PAID ON	20201225	
FOR MEMBER	JOHN DOE	MEMBERID #	9999999999	
PROVIDED	121720	BILLED AMOUNT:	-232.75	PAID AMOUNT: -232.75
ADJUSTMENT REASON:	8040	PROVIDER INITIATED INTERNET ADJUSTMENT		
*** NEW CLAIM	99999999999999			
MEMBER NAME:	JOHN DOE	MEMBERID:	9999999999	
9999999-99999999	99999999999999	121720 121820	432.25	0.00 0.00 0.00 432.25
ADJUSTMENT REASON:	8040	PROVIDER INITIATED INTERNET ADJUSTMENT		
LN	PS	PROC MODIFIERS	QTY	SERVICE DATES
				BILLED AMT
				CO-PAY AMT
				PAID AMT EOB
0001	12	H0004	9.00	121720 121720
				299.25
				0.00
				299.25
NDC:				
0002	12	H0004	4.00	121820 121820
				133.00
				0.00
				133.00
NDC:				
NET EFFECT OF ADJ:			13.00	
				199.50
				0.00
				199.50

Providers have an option of requesting an adjustment, as indicated above; or requesting a cash refund (form and instructions for its completion can be found in the Billing Instructions).

If a cash refund is submitted, an adjustment **CANNOT** be filed.

If an adjustment is submitted, a cash refund **CANNOT** be filed.

8.8 Adjusted Claims Page

The information on this page reads left to right and does not follow the general headings:

Table 10: Adjusted Claims Page Field Descriptions

Field	Description
Patient Account	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
Member Name	The member's last name and first initial.
Member Number	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
Claim Service Dates From – Thru	The date or dates the service was provided in month, day, and year numeric format.
Billed Amount	The usual and customary charge for services provided for the member.
Allowed Amount	The amount allowed for this service.
TPL Amount	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
COPAY Amount	Copay amount to be collected from member.
Spenddown Amount	The amount to be collected from the member.
Paid Amount	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
Paid Amount	Amount paid.

Note: The ORIGINAL claim information appears first, followed by the NEW (adjusted) claim information.

Figure 15: Provider Remittance Advice Financial Transactions

REPORT: CRA-TRAN-R

RA#: 99999999

COMMONWEALTH OF KENTUCKY

MEDICAID MANAGEMENT INFORMATION SYSTEM

PROVIDER REMITTANCE ADVICE

FINANCIAL TRANSACTIONS

DATE: 12/25/2020

PAGE: 157

JD PROVIDER

555 ANY STREET

CITY, KY 55555-0000

PAYEE ID 999999999

NPI ID 999999999

CHECK/EFT NUMBER E99999999

ISSUE DATE 12/25/2020

-----NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS-----

TRANSACTION

NUMBER

--CCN--

PAYOUT

--AMOUNT--

REASON

CODE

RENDERING

PROVIDER

SVC DATE

FROM

THRU

MEMBER NO.

MEMBER NAME

NO NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS

-----CLAIM SPECIFIC REFUNDS FROM PROVIDERS-----

REFUND

ICN

REASON

--CCN--

--AMOUNT--

REFUNDED

CODE

REASON DESCRIPTION

NO NON-CLAIM SPECIFIC REFUNDS FROM PROVIDERS

-----ACCOUNTS RECEIVABLE-----

A/R

SETUP

RECD/RECPD

ORIGINAL

A/R

TOTAL

INT

INT

REASON

NUMBER/ICN

DATE

THIS CYCLE

AMOUNT

INC/DEC

RECD/RECP

CALC

RECD

BALANCE

CODE

9999999999999999

122520

44.49

44.49

0.00

44.49

-0.00

0.00

0.00

8400

Member id: 0000000000

8.9 Financial Transaction Page

The tables below provide a description of each field on the Financial Transaction page.

8.9.1 Non-Claim Specific Payouts to Providers

Table 11: Financial Transaction Page – Non-Claim Specific Payouts to Providers Field Descriptions

Field	Description
Transaction Number	The tracking number assigned to each financial transaction.
CCN	The cash control number (CCN) assigned to refund checks for tracking purposes.
Payment Amount	The amount paid to the provider when the financial reason code indicates money is owed to the provider.
Reason Code	The payment reason code.
Rendering Provider	The rendering provider of the service.
Service Dates	The from and through dates of service.
Member Number	The KY Medicaid member identification number.
Member Name	The KY Medicaid member name.

8.9.2 Non-Claim Specific Refunds from Providers

Table 12: Financial Transaction Page – Non-Claim Specific Refunds from Providers Field Descriptions

Field	Description
CCN	The cash control tracking number assigned to refund checks for tracking purposes.
Refund Amount	The amount refunded by the provider.
Reason Code	The two-byte reason code specifying the reason for the refund.
Member Number	The KY Medicaid member identification number.
Member Name	The KY Medicaid member name.

8.9.3 Accounts Receivable

Table 13: Financial Transaction Page – Accounts Receivable Field Descriptions

FIELD	DESCRIPTION
A/R Number/ICN	This is the 13-digit Internal Control Number used to identify records for one accounts receivable transaction.
Setup Date	The date entered on the accounts receivable transaction in the MM/DD/CCYY format. This date identifies the beginning of the accounts receivable event.
Recouped This Cycle	The amount of money recouped on this financial cycle.
Original Amount	The original accounts receivable transaction amount owed by the provider.
Total Recouped	This amount is the total of the provider's checks and recoupment amounts posted to this accounts receivable transaction.
Balance	The system-generated balance remaining on the accounts receivable transaction.
Reason Code	A two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account.

All initial accounts receivable allows 60 days from the “setup date” to make payment on the accounts receivable. After 60 days, if the accounts receivable has not been satisfied nor a payment plan initiated, monies are recouped from the provider on each Remittance Advice until satisfied.

This is your only notification of an accounts receivable setup. Please keep all Accounts Receivable Summary pages until all monies have been satisfied.

Figure 16: Provider Remittance Advice Summary Report

REPORT: CRA-SUMM-R	COMMONWEALTH OF KENTUCKY				DATE: 01/08/2021	
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM				PAGE: 14	
PROVIDER REMITTANCE ADVICE						
SUMMARY						
JD PROVIDER	PAYEE ID			9999999999		
555 ANY STREET	NPI ID			9999999999		
CITY, KY 55555-0000	CHECK/EFT NUMBER			E999999999		
	ISSUE DATE			01/08/2021		
-----CLAIMS DATA-----						
	CURRENT NUMBER	CURRENT AMOUNT	MONTH-TD NUMBER	MONTH-TD AMOUNT	YEAR-TD NUMBER	YEAR-TD AMOUNT
CLAIMS PAID	24	12,111.41	25	12,951.59	25	12,951.59
CLAIM ADJUSTMENTS	0	0.00	0	0.00	0	0.00
MASS ADJUSTMENTS	0	0.00	0	0.00	0	0.00
TOTAL CLAIM PAYMENTS	24	12,111.41	25	12,951.59	25	12,951.59
CLAIMS DENIED	1		1		1	
CLAIMS IN PROCESS	9					
-----EARNINGS DATA-----						
PAYMENTS:						
CLAIMS PAYMENTS		12,111.41		12,951.59		12,951.59
SYSTEM PAYOUTS (NON-CLAIM SPECIFIC)		0.00		0.00		0.00
ACCOUNTS RECEIVABLE (OFFSETS):						
CLAIM SPECIFIC:						
CURRENT CYCLE		(0.00)		(0.00)		(0.00)
OUTSTANDING FROM PREVIOUS CYCLES		(0.00)		(0.00)		(0.00)
NON-CLAIM SPECIFIC OFFSETS		(0.00)		(0.00)		(0.00)
TOTAL CLAIM PAYMENTS		12,111.41		12,951.59		12,951.59
REFUNDS:						
CLAIM SPECIFIC ADJUSTMENT REFUNDS		(0.00)		(0.00)		(0.00)
NON-CLAIM SPECIFIC REFUNDS		(0.00)		(0.00)		(0.00)
OTHER FINANCIAL:						
MANUAL PAYOUTS (NON-CLAIM SPECIFIC)		0.00		0.00		0.00
VOIDS		(0.00)		(0.00)		(0.00)
NET EARNINGS		12,111.41		12,951.59		12,951.59

Figure 17: Provider Remittance Advice EOB Code Description Report

REPORT: CRA-EOBM-R	COMMONWEALTH OF KENTUCKY (M1)	DATE: 12/11/2020
RA#: 99999999	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 14
PROVIDER REMITTANCE ADVICE		
EOB CODE DESCRIPTIONS		
JD PROVIDER	PAYEE ID	9999999999
555 ANY STREET	NPI ID	
CITY, KY 55555-0000	CHECK/EFT NUMBER	E999999999
	ISSUE DATE	12/11/2020
EOB CODE	EOB CODE DESCRIPTION	
0022	COVERED DAYS ARE NOT EQUAL TO ACCOMMODATION UNITS.	
0271	CLAIM DENIED. MEMBER AVAILABLE INCOME INFORMATION NOT ON FILE FOR THE MONTH OF SERVICE. PLEASE CONTACT DMS AT 502-564-6885.	
0409	INVALID PROVIDER TYPE BILLED ON CLAIM FORM.	
0883	CLAIM DENIED. DUPLICATE PROCEDURE HAS BEEN PAID.	
9999	PROCESSED PER MEDICAID POLICY.	
HIPAA REASON CODE	HIPAA ADJ REASON CODE DESCRIPTION	
0016	Claim/service lacks information which is needed for adjudication. Additional information is supplied using remittance advice remarks codes whenever appropriate.	
0018	Duplicate claim/service.	
0052	The referring/prescribing/rendering provider is not eligible to refer/prescribe/order/perform the service billed.	
0092	Claim paid in full.	
00A1	Claim denied charges.	

8.10 Summary Page

The tables below provide a description of each field on the Summary page:

Table 14: Summary Page Field Descriptions

Field	Description
Claims Paid	The number of paid claims processed, current month and year to date.
Claim Adjustments	The number of adjusted/credited claims processed, adjusted/credited amount billed, and adjusted/credited amount paid or recouped by Medicaid. If money is recouped, the dollar amount is followed by a negative (-) sign. These figures correspond with the summary of the last page of the ADJUSTED CLAIMS section.
Paid Mass Adj Claims	The number of mass adjusted/credited claims, mass adjusted/credited amount billed, and mass adjusted/credited amount paid or recouped by Medicaid. These figures correspond with the summary line of the last page of the MASS ADJUSTED CLAIMS section. Mass Adjustments are initiated by Medicaid and Gainwell for issues that affect a large number of claims or providers. These adjustments have their own section “MASS ADJUSTED CLAIMS” page but are formatted the same as the ADJUSTED CLAIMS page.
Claims Denied	These figures correspond with the summary line of the last page of the DENIED CLAIMS section.
Claims in Process	The number of claims processed that suspended along with the amount billed of the suspended claims. These figures correspond with the summary line of the last page of the CLAIMS IN PROCESS section.

8.10.1 Payments

Table 15: Payments Field Descriptions

Field	Description
Claims Payment	The number of claims paid.
System Payouts	Any money owed to providers.
Net Payment	The total check amount.
Refunds	Any money refunded to Medicaid by a provider.
Other Financial	This field appears on the Summary page when appropriate.
Net Earnings	The 1099 total.

Explanation of Benefits

Table 16: Payments Field Descriptions

Field	Description
EOB	A five-digit number denoting the explanation of benefits detailed on the Remittance Advice.
EOB Code Description	A description of the EOB code. All EOB codes detailed on the Remittance Advice are listed with a description/definition.
Count	The total number of times an EOB code is detailed on the Remittance Advice.

Explanation of Remarks

Table 17: Explanation of Remarks Field Descriptions

Field	Description
Remark	A five-digit number denoting the remark identified on the Remittance Advice.
Remark Code Description	A description of the Remark code. All remark codes detailed on the Remittance Advice are listed with a description/definition.
Count	The total number of times a Remark code is detailed on the Remittance Advice.

Explanation of Adjustment Code

Table 18: Explanation of Adjustment Code Field Descriptions

Field	Description
Adjustment Code	A two-digit number denoting the reason for returning the claim.
Adjustment Code Description	A description of the Adjustment code. All adjustment codes detailed on the Remittance Advice are listed with a description/definition.
Count	The total number of times an adjustment code is detailed on the Remittance Advice.

Explanation of RTP Codes*Table 19: Explanation of RTP Codes Field Descriptions*

Field	Description
RTP Code	A two-digit number denoting the reason for returning the claim.
Return Code Description	A description of the RTP code. All RTP codes detailed on the Remittance Advice are listed with a description/definition.
Count	The total number of times an RTP code is detailed on the Remittance Advice.

9 Appendix C – Remittance Advice Location Codes (LOC CD)

The following is a code indicating the Department for Medicaid Services branch/division or other agency that originated the Accounts Receivable:

Table 20: Remittance Advice Location Codes Field Descriptions

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge Off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

10 Appendix D – Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

The following is a two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account:

Table 21: Remittance Advice Reason Code Field Descriptions

Code	Description	Code	Description
01	Prov Refund – Health Insur Paid	59	Non-Claim Related Overage
02	Prov Refund – Member/Rel Paid	60	Provider Initiated Adjustment
03	Prov Refund – Casualty Insu Paid	61	Provider Initiated CLM Credit
04	Prov Refund – Paid Wrong Vender	62	CLM CR – Paid Medicaid VS Xover
05	Prov Refund – Apply to Acct Recv	63	CLM CR – Paid Xover VS Medicaid
06	Prov Refund – Processing Error	64	CLM CR – Paid Inpatient VS Outp
07	Prov Refund – Billing Error	65	CLM CR – Paid Outpatient VS Inp
08	Prov Refund – Fraud	66	CLS Credit – Prov Number Changed
09	Prov Refund – Abuse	67	TPL CLM Not Found on History
10	Prov Refund – Duplicate Payment	68	FIN CLM Not Found on History
11	Prov Refund – Cost Settlement	69	Payout – Withhold Release
12	Prov Refund – Other/Unknown	71	Withhold – Encounter Data Unacceptable
13	Acct Receivable – Fraud	72	Overage .99 or Less
14	Acct Receivable – Abuse	73	No Medicaid/Partnership Enrollment
15	Acct Receivable – TPL	74	Withhold – Provider Data Unacceptable
16	Acct Recv – Cost Settlement	75	Withhold – PCP Data Unacceptable
17	Acct Receivable – Gainwell Request	76	Withhold – Other
18	Recoupment – Warrant Refund	77	A/R Member IPV
19	Act Receivable – SURS Other	78	CAP Adjustment – Other
20	Acct Receivable – Dup Payt	79	Member Not Eligible for DOS
21	Recoupment – Fraud	80	Adhoc Adjustment Request
22	Civil Money Penalty	81	Adj Due to System Corrections
23	Recoupment – Health Insur TPL	82	Converted Adjustment

Appendix D – Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

Code	Description	Code	Description
24	Recoupment – Casualty Insur TPL	83	Mass Adj Warr Refund
25	Recoupment – Member Paid TPL	84	DMS Mass Adj Request
26	Recoupment – Processing Error	85	Mass Adj SURS Request
27	Recoupment – Billing Error	86	Third Party Paid – TPL
28	Recoupment – Cost Settlement	87	Claim Adjustment – TPL
29	Recoupment – Duplicate Payment	88	Beginning Dummy Recoupment Bal
30	Recoupment – Paid Wrong Vendor	89	Ending Dummy Recoupment Bal
31	Recoupment – SURS	90	Retro Rate Mass Adj
32	Payout – Advance to be Recouped	91	Beginning Credit Balance
33	Payout – Error on Refund	92	Ending Credit Balance
34	Payout – RTP	93	Beginning Dummy Credit Balance
35	Payout – Cost Settlement	94	Ending Dummy Credit Balance
36	Payout – Other	95	Beginning Recoupment Balance
37	Payout – Medicare Paid TPL	96	Ending Recoupment Balance
38	Recoupment – Medicare Paid TPL	97	Begin Dummy Rec Bal
39	Recoupment – DEDCO	98	End Dummy Recoup Balance
40	Provider Refund – Other TLP Rsn	99	Drug Unit Dose Adjustment
41	Acct Recv – Patient Assessment	AA	PCG 2 Part A Recoveries
42	Acct Recv – Orthodontic Fee	BB	PCG 2 Part B Recoveries
43	Acct Receivable – KENPAC	CB	PCG 2 AR CDR Hosp
44	Acct Recv – Other DMS Branch	DG	DRG Retro Review
45	Acct Receivable – Other	DR	Deceased Member Recoupment
46	Acct Receivable – CDR-HOSP-Audit	IP	Impact Plus
47	Act Rec – Demand Paymt Updt 1099	IR	Interest Payment
48	Act Rec – Demand Paymt No 1099	CC	Converted Claim Credit Balance
49	PCG	MS	Prog Intre Post Pay Rev Cont C
50	Recoupment – Cold Check	OR	On Demand Recoupment Refund
51	Recoupment – Program Integrity Post Payment Review Contractor A	RP	Recoupment Payout

Appendix D – Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

Code	Description	Code	Description
52	Recoupment – Program Integrity Post Payment Review Contractor B	RR	Recoupment Refund
53	Claim Credit Balance	SC	SURS Contract
54	Recoupment – Other St Branch	SS	State Share Only
55	Recoupment – Other	UA	Gainwell Medicare Part A Recoup
56	Recoupment – TPL Contractor	UB	Gainwell Medicare Part B Recoup
57	Acct Recv – Advance Payment	XO	Reg. Psych. Crossover Refund
58	Recoupment – Advance Payment		

11 Appendix E – Remittance Advice Status Code (ST CD)

The following is a one-character code indicating the status of the accounts receivable transaction:

Table 22: Remittance Advice Status Code Field Descriptions

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

12 Appendix F – School Based Health Services

12.1 Procedural Coding for School Based Health Services

Procedure codes for School Based Health Services are as follows:

Table 23: Procedural Coding for School Based Health Services Field Descriptions

Code	Description
Nursing Services	
T1002	RN Services up to 15 Minutes
T1003	LPN/LVN Services up to 15 Minutes
T1004	Services of a Qualified Nursing Aide, up to 15 Minutes
Physical Therapy Services	
97110	Therapeutic Exercises, each 15 Minutes
Occupational Therapy Services	
97530	Therapeutic Activities One-on-One Contact between Patient and Provider, each 15 Minutes
Speech/Language Therapy Services	
92507	Treatment of Speech, Language, Voice, Communication, and/or Hearing Processing Disorder
92508	Speech/Hearing Therapy Group Treatment
92521	Evaluation of Speech Fluency
92522	Evaluation of Speech Sound Production
92523	Evaluation of Speech Sound Production with Evaluation of Language Comprehension and Expression
92524	Behavioral and Qualitative Analysis of Voice and Resonance
Hearing/Audiology Services	
92551	Air Tone Conduction Hearing Assessment Screening
Incidental Interpreter Services	
T1013	Sign Language or Oral Interpretive Services, per 15 Minutes
Orientation and Mobility Services	
97533	Sensory Technique to Enhance Processing and Adaptation to Environmental Demands, each 15 Minutes

Code	Description
Behavioral Services	
96150	Health and Behavior Evaluation, each 15 Minutes
96153	Health and Behavior Intervention, Group, each 15 Minutes
Specialized Transport Services	
A0160	Non-Emergency Transportation: per Mile, Case Worker or Social Worker
Assistive Technology	
E1399	Durable Medical Equipment – Miscellaneous
Mental Health Assessment	
H0031	Mental Health Assessment, by Non-Physician
Mental Health Service Plan	
H0032	Mental Health Service Plan Development by Non-Physician
90853	Group Psychotherapy
90887	Consultation with Family – Explanation of Psychiatric, Medical Examinations, Procedures, and Data to Other than Patient
Expanded Access and IEP	
90480	COVID-19 Vaccine Administration
90791	Psychiatric Diagnostic Evaluation
90832	Psychotherapy, 30 Minutes
90834	Psychotherapy, 45 Minutes
90837	Psychotherapy, 1 Hour
90853	Group Psychotherapy
90887	Explanation of Psychiatric, Medical Examinations, Procedures, and Data to Responsible Person
91318	COVID-19 Vaccine, 3 mcg/0.2 mL
91319	COVID-19 Vaccine, 10 mcg
91320	COVID-19 Vaccine, 30 mcg
91321	COVID-19 Vaccine, 25 mcg
91322	COVID-19 Vaccine, 50 mcg
92507	Treatment of Speech, Language, Voice, Communication, and/or Hearing Processing Disorder

Code	Description
92508	Treatment of Speech, Language, Voice, Communication, and/or Hearing Processing Disorder in a Group Setting
92521	Evaluation of Speech Continuity, Smoothness, Rate, and Effort
92522	Evaluation of Speech Sound Production
92523	Evaluation of Speech Sound Production with Evaluation of Language Comprehension and Expression
92524	Analysis of Voice and Resonance Production
92551	Test for Screening Hearing
96112	Administration of Developmental Test, First Hour
96113	Administration of Developmental Test, each Additional 30 Minutes
96130	Evaluation of Psychological Test, First Hour
96131	Evaluation of Psychological Test, each Additional Hour
96136	Administration of Psychological or Neuropsychological Test, First 30 Minutes
96137	Administration of Psychological or Neuropsychological Test, each Additional 30 Minutes
96153	Group/Behavioral Health Therapy
97110	Therapy Procedure Using Exercise to Develop Strength, Endurance, Range of Motion, and Flexibility, each 15 Minutes
97150	Therapy Procedure in a Group Setting
97151	Behavior Identification Assessment by Professional, each 15 Minutes
97152	Behavior Identification Assessment by Technician, each 15 Minutes
97153	Adaptive Behavior Treatment by Technician Using an Established Plan, each 15 Minutes
97154	Adaptive Behavior Treatment by Technician with Multiple Patients Using an Established Plan, each 15 Minutes
97155	Adaptive Behavior Treatment by Professional Using an Established Plan, each 15 Minutes
97156	Adaptive Behavior Treatment by Professional with Family Using an Established Plan, each 15 Minutes
97157	Adaptive Behavior Treatment by Professional with Multiple Family Group Members Using an Established Plan, each 15 Minutes
97158	Adaptive Behavior Treatment by Professional with Group Using an Established Plan, each 15 Minutes

Code	Description
97161	Evaluation for Physical Therapy, Typically 20 Minutes
97162	Evaluation for Physical Therapy, Typically 30 Minutes
97163	Evaluation for Physical Therapy, Typically 45 Minutes
97164	Re-Evaluation for Physical Therapy, Typically 20 Minutes
97165	Evaluation for Occupational Therapy, Typically 30 Minutes
97166	Evaluation for Occupational Therapy, Typically 45 Minutes
97167	Evaluation for Occupational Therapy, Typically 1 Hour
97168	Re-Evaluation for Occupational Therapy, Typically 30 Minutes
97530	Therapy Procedure Using Functional Activities
97533	Therapy Procedure Using Sensory Experiences
98960	Education and Training for Patient Self-Management, each 30 Minutes
98961	Education and Training for Patient Self-Management, 2-4 Patients, each 30 Minutes
98962	Education and Training For Patient Self-Management, 5-8 Patients, each 30 Minutes
99417	Prolong Office/Op E/M, 15 Minutes
99421	Online Digital Evaluation and Management Service for an Established Patient for up to 7 Days, Total Time 5-10 Minutes
99422	Online Digital Evaluation and Management Service for an Established Patient for up to 7 Days, Total Time 11-20 Minutes
99423	Online Digital Evaluation and Management Service for an Established Patient for up to 7 Days, Total Time 21 or More Minutes
99441	Telephone Medical Discussion With Physician, 5-10 Minutes
99442	Telephone Medical Discussion With Physician, 11-20 Minutes
99443	Telephone Medical Discussion With Physician, 21-30 Minutes
99446	Telephone, Internet, or Electronic Health Record Assessment and Management with Verbal and Written Report by Consulting Physician, 5-10 Minutes
99447	Telephone or Internet Assessment with Verbal and Written Report by Consulting Physician, 11-20 Minutes
99448	Telephone or Internet Assessment with Verbal and Written Report by Consulting Physician, 21-30 Minutes
99449	Telephone or Internet Assessment with Verbal and Written Report by Consulting Physician, More than 30 Minutes

Code	Description
99451	Telephone, Internet, or Electronic Health Record Assessment and Management with Written Report by Consulting Physician, at Least 5 Minutes
99452	Telephone or Internet Referral Service, 30 Minutes
99453	Remote Monitoring of Physiologic Parameters, Initial Set-Up and Patient Education on Use of Equipment
99454	Remote Monitoring of Physiologic Parameters, Initial Supply of Devices with Daily Recordings or Programmed Alerts Transmission, each 30 Days
99457	Management Using the Results of Remote Vital Sign Monitoring per Calendar Month, First 20 Minutes
99458	Management Using the Results of Remote Vital Sign Monitoring per Calendar Month, each Additional 20 Minutes
99473	Education and Training to Self-Measure Blood Pressure
99474	Self-Measured Blood Pressure Measurements
A0160	Non-Emergency Transportation: per Mile – Case Worker or Social Worker
E1399	Durable Medical Equipment, Miscellaneous
H2021	Com Wrap-Around Sv, 15 Minutes
S9484	Crisis Intervention per Hour
T1002	RN Services, up to 15 Minutes
T1003	LPN/LVN Services, up to 15 Minutes
T1004	Services of a Qualified Nursing Aide, up to 15 Minutes
T1013	Sign Language or Oral Interpretive Services, per 15 Minutes

Notes:

- All procedure codes require modifiers except A0160, E1399, T1002, T1003, and T1004
- One unit equals 15 minutes except for the following procedure codes:
 - E1399, one unit equals one item
 - A0160, one unit equals one mile

12.2 Modifiers

Modifiers for the School Based Health Services codes are:

Table 24: School Based Health Services Codes Modifiers Field Descriptions

Modifier	Description
AH	Clinical Psychologist
AJ	Clinical Social Worker
GN	Services Delivered under an Outpatient Speech Language Pathology Plan of Care
GN, U3	Speech Pathology Assistant
GO	Services Delivered under an Outpatient Occupational Therapy Plan of Care
GO, U3	Occupational Therapist Assistant
GO, UA	Occupational Therapist Aide
GP	Services Delivered under an Outpatient Physical Therapy Plan of Care
GP, U3	Physical Therapist Assistant
GP, UA	Physical Therapist Aide
HL	Intern
HO	Masters Degree Level
HP	Doctoral Level
SA	Nurse Practitioner Rendering Service in Collaboration with a Physician
TD	RN
TE	LPN/LVN
U1	Medicaid Level of Care 1, as Defined by State
U2	Medicaid Level of Care 2, as Defined by State
U3	Medicaid Level of Care 3, as Defined by State
U4	Licensed Counseling Psychologist
U4, HP	School Psychologist, Doctoral Level
U4, HO	School Psychologist, Master's Degree Level
U5	Certified Psychologist
U5, HO	Certified Psychologist, Master Level
U6	Medicaid Level of Care 6, as Defined by State
U6, HO	Psychological Associate (Masters)

Modifier	Description
U7	Social Worker
U8	Guidance Counselor
U9	Psychometrist
UA	Medicaid Level of Care 10, as Defined by State
UB	Interpreter
UC	Orientation and Mobility
UD	Respiratory Therapist

13 Appendix G – Place of Service

The Place of Service codes provide information on the location where the service occurred.

Table 25: CMS 1500 Place of Service Codes Field Descriptions

Place of Service	Description
02	Telehealth (effective date of service 01/01/2018)
03	School (effective date of service 07/01/2015)
04	Homeless Shelter (effective date of service 07/01/2015)
10	Telehealth Provided in Patient's Home (dates of service on or after 01/01/2022)
11	Office (effective date of service 07/01/2015)
12	Home (effective date of service 07/01/2015)
14	Group Home (effective date of service 07/01/2015)
15	Mobile Unit (effective date of service 07/01/2015)
16	Temporary Lodging (effective date of service 07/01/2015)
19	Off Campus – Outpatient Hospital (dates of service on or after 02/01/2016)
22	Outpatient Hospital (effective date of service 07/01/2015)
33	Custodial Care Facility (effective date of service 07/01/2015)
49	Independent Clinic (effective date of service 07/01/2015)
50	Federally Qualified Health Center (effective date of service 07/01/2015)
53	Community Mental Health Center (effective date of service 07/01/2015)
62	Comprehensive Outpatient Rehabilitation Facility (effective date of service 07/01/2015)
71	Public Health Clinic (effective date of service 07/01/2015)
72	Rural Health Clinic (effective date of service 07/01/2015)
99	Other (end dated 06/30/2015)

14 Appendix H – Acronyms

The following acronyms are used in this document:

Table 26: Acronyms

Acronym	Description
A/R, AR	Accounts Receivable
BCCTP	Breast & Cervical Cancer Treatment Program
CAP	Corrective Action Plan
CCN	Cash Control Number
CDR	Claim Detail Requests
CHW	Community Health Workers
CLM	Claim
CMS	Centers for Medicare and Medicaid Services
CR	Credit
DCBS	Department for Community Based Services
DMS	Department for Medicaid Services
DOS	Date of Service
DRG	Diagnosis Related Group
E&M	Evaluation and Management
ECS	Electronic Claims Submission
EDI	Electronic Data Interchange
EOB	Explanation of Benefits
EOMB	Explanation of Medicare Benefits
EPA	Electronic Prior Authorization
EPSDT	Early Periodic Screening, Diagnosis, and Treatment
FFP	Federal Financial Participation
FIN	Financial
HIPAA	Health Insurance Portability and Accountability Act
HOSP	Hospital
ICD	International Classification of Diseases

Acronym	Description
ICN	Internal Control Number
ID	Identification
KCHIP	Kentucky Children's Health Insurance Program
KY	Kentucky
MCO	Managed Care Organization
MMIS	Medicaid Management Information System
NPI	National Provider Identifier
OCR	Optical Character Recognition
PCP	Primary Care Provider
PE	Presumptive Eligibility
PRO	Peer Review Organization
QMB	Qualified Medicare Beneficiary
RA	Remittance Advice
RTP	Return to Provider
SLMB	Specified Low-Income Medicare Beneficiaries
SURS	Surveillance and Utilization Review Subsystem
TPL	Third Party Liability
VREV	Voice Response Eligibility Verification