



CABINET FOR HEALTH
AND FAMILY SERVICES

**Commonwealth of Kentucky
KY Medicaid**

**Provider Billing Instructions
for
Rural Health Services
Provider Type – 35**

Version 8.6
September 13, 2026

Document Change Log

Version	Date	Name	Comments
1.0	10/14/2005	EDS	Initial creation of DRAFT Billing Instructions for Rural Health Services – Provider Type 35.
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4.6	11/29/2011	Brenda Orberson Ann Murray	Added revenue code 615, 616, and 618 to Appendix B and C. DMS approved 01/04/2012, Alisha Clark.
4.7	02/08/2012	Stayce Towles Ann Murray	Updated provider rep listing. DMS Approved 02/14/2012, John Hoffman.
4.8	02/21/2012	Brenda Orberson Ann Murray	Updated due to typing error.
4.9	02/22/2012	Brenda Orberson Ann Murray	Global updates made to remove all references to KenPAC and Lockin. DMS Approved 03/09/2012, John Hoffman.
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5.1	08/15/2012	Stayce Towles Patti George	Section 7 - Changed Taxonomy Qualifier from PXC to ZZ in form locators 24I and 33B per CO18459. (Update of Provider Inquiry form approved by John Hoffman on 08/30/12.)

Version	Date	Name	Comments
5.2	10/25/2012	Stayce Towles Sandy Berryman	Appendix A – Updated CMS 1500 Crossover EOMB Form and Instructions. DMS Approved 10/29/2012, Jennifer L. Smith.
5.3	01/25/2013	Vicky Hicks Patti George	Update section 1.2.2.2 to reflect former Passport Members having a choice of MCOs as of 1/1/2013. DMS Approved 02/27/2013, John Hoffman.
5.4	06/25/2013	Vicky Hicks Patti George	Updates to NET PAYMENT and NET EARNINGS descriptions in Section 10.10.1. DMS Approved 07/09/2013, John Hoffman.
5.5	08/13/2013	Stayce Towles Patti George	Update to section 5.10 - Provider Rep listing.
5.6	12/05/2013	Vicky Hicks	Updates to section 6 - add new CMS form and instructions. DMS approved 12/12/2013, John Hoffmann.
5.7	04/07/2014	Stayce Towles	Updated Sections 1 - 5 per DMS and removed CMS 1500 (08/05). Approved 4/7/14 by Lee Guice.
5.8	04/30/2014	Stayce Towles	Update modifiers. Approved 5/1/2014, Lee Guice.
5.9	12/11/2014	Stayce Towles	Update to billing Vaccines. Also added HO modifier. Approved 12/22/14, per Teresa Cooper.
6.0	07/09/2015	Stayce Towles	Updated detailed instructions for field 21 – diagnosis indicator. Approved by John Hoffmann, OATS, 7/6/15.
6.1	07/16/2015	Stayce Towles	Updated place of service codes per CO 24859.
6.2	01/12/2016	Vicky Hicks	Updated Sterilization Consent form. Approved by Charles Douglass, DMS 1/12/2016.
6.3	06/17/2016	Vicky Hicks	Added place of service code 19 per CO26401, updated rep list. Approved by Charles Douglass DMS 6/16/2016.
6.4	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.
6.4	02/01/2017	Vicky Hicks	Added information for form locators 17 and 17B of CMS 1500 form regarding Referring and Ordering Providers. Removed “Note: For Any claim prior to 11/01/2011, KenPAC or Lockin may be required.” Added “Enter the Referring Provider NPI and taxonomy, if applicable. This information should be left justified in this field.” To form locator 35 of the ADA form. Approved by Charles Douglass, DMS, 2/8/2017.
6.5	08/22/2017	Vicky Hicks	Removed CMS 1500 Form Locator 24D Modifiers Shaded Area information. Approved by Catherann Terry, DMS, 8/3/2017.

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6.6	01/22/2018	Vicky Hicks	Replaced Subtotal and Total due entry instructions on the ADA claim form. Approved by Charles Douglass, DMS 1/22/2018.
6.7	12/28/2018	Vicky Hicks	Updated MAP 250, Provider Inquiry Form, replaced all instances of HP with DXC Technology, updated Rep List. Approved by Charles Douglass, DMS.
6.8	02/11/2019	Vicky Hicks	Placed Disclaimer on MAP 250 form stating "The most current version of the MAP 250 can be found at www.kymmis.com under Provider Relations, Forms, then click on Provider Relations."
6.9	05/17/2019	Vicky Hicks Mary Larson	Updated: 1) Provider Rep Table, 2) all forms, 3) DMS URLs in Introduction, 4) ICD-9/ICD-9-CM to ICD-10, 5) added Place of Service code 02- Telehealth per CO29475.
7.0	07/17/2020	Vicky Hicks Mary Larson	Updated Provider Representative List extensions.
7.1	12/22/2020	Vicky Hicks Mary Larson	Updated the Cash Refund Documentation form. Form approved 03/06/2020 by John Hay, DMS. Updated <i>DXC Technology</i> to <i>Gainwell Technologies</i> or <i>Gainwell</i> , including all forms.
7.2	03/05/2021	Vicky Hicks Mary Larson	Edited the entire document for grammar, updated tables and reports, converted some lists to tables, moved the Place of Service code and Place of Treatment code lists to the Appendix, added an acronym list as an Appendix.
7.3	10/27/2021	Vicky Hicks Mary Larson	Changed the logo on the title page and swipe card graphic per CO 33032. DMS approved 10/14/2021. Updated the Provider Representative List.
7.4	12/14/2021	Vicky Hicks	Added verbiage for FQHC billing services performed by a non-credentialed provider such as RN, LPN, Dietician, Nutritionist, etc. per CO27936 and CO30902 Updated all instances of @dxc.com to @gainwelltechnologies.com
7.5	01/10/2022	Vicky Hicks	Further definition to timely filing added. Approved by Justin Dearing, DMS, 01/07/2022. Added Place of Service code 10 per CO33263 Change Humana MCO name and phone number. Approved per John Hoffmann, 01/12/2022.
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7.7	02/21/2023	Vicky Hicks Mary Larson	Updated Medicare to include Medicare Part C and crossover text, where appropriate. Inserted a new Return to Provider letter and Coding Sheet.
7.8	10/11/2023	Vicky Hicks Mary Larson	Update to Section 7.2.1: Added <i>Enter CLIA ID when billing for laboratory CPT codes effective with dates of service 01/01/2023</i> . Added per CO33824.

Version	Date	Name	Comments
7.9	01/19/2024	Vicky Hicks Mary Larson	Updated 7.2.1 Detailed Instructions, Field 24D shaded and non-shaded areas; added page: <i>Community Health Workers Certification Needs</i> ; added <i>CHW</i> to acronym list. Updates added per CO 34688.
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8.4	07/30/2025	Whitney Cole Mary Larson	Updated the Provider Representative List, Contacts and Assigned Counties heading.
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8.6	08/13/2026	Vicky Hicks Mary Larson	Global updates made to acceptable Timely Filing documentation. DMS Approved 08/13/2026, Kelly Kitchen. This document is ADA Compliant, 09/16/2026.

TABLE OF CONTENTS

1	General.....	1
1.1	Introduction.....	1
1.2	Member Eligibility	1
1.2.1	Plastic Swipe KY Medicaid Card	2
1.2.2	Member Eligibility Categories.....	3
1.2.3	Verification of Member Eligibility	6
2	Electronic Data Interchange.....	8
2.1	How to Get Started	8
2.2	Format and Testing	8
2.3	Electronic Claims Submission Help	8
3	KY HealthNet.....	9
3.1	How to Get Started	9
3.2	KY HealthNet Companion Guides.....	9
4	General Billing Instructions for Paper Claim Forms	10
4.1	General Instructions.....	10
4.2	Imaging.....	10
4.3	Optical Character Recognition	10
5	Additional Information and Forms	11
5.1	Claims with Dates of Service More than One Year Old	11
5.2	Retroactive Eligibility (Back-Dated) Card	11
5.3	Unacceptable Documentation	12
5.4	Third Party Coverage Information	12
5.4.1	Commercial Insurance Coverage (this does NOT include Medicare or Medicare Part C (Medicare Advantage))	12
5.4.2	Documentation that May Prevent a Claim from Being Denied for Other Coverage.....	12
5.4.3	When there is No Response within 120 Days from the Insurance Carrier	13
5.4.4	For Accident and Work-Related Claims	13
5.5	Provider Inquiry Form	15
5.6	Prior Authorization Information	17
5.7	Adjustments and Void Requests.....	18
5.8	Cash Refund Documentation Form.....	20
5.9	Return to Provider Letter	22
5.10	Provider Representative List.....	24
5.10.1	Contacts and Assigned Counties	24
6	Completion of Sterilization Consent Form, MAP-250	25
6.1	Purpose	25
6.2	General Instructions.....	25
6.2.1	MAP-250 – Sterilization Consent Form	26
6.2.2	Detailed Instructions for Completion of the Consent Form	27
7	Completion of CMS-1500 Paper Claim Form	29
7.1	CMS-1500 (02/12) Claim Form with NPI and Taxonomy	30
7.2	Completion of CMS-1500 (02/12) Claim Form with NPI and Taxonomy.....	31

7.2.1	Detailed Instructions	31
7.3	Community Health Workers Certification Needs	37
7.4	Helpful Hints for Successful CMS-1500 (02/12) Filing.....	38
7.5	VFC Vaccine Administration	39
7.6	Mailing Information	39
7.7	Dental Claim – ADA 2006 With NPI and Taxonomy.....	40
7.8	Completion of Dental Claim – ADA 2006 With NPI	41
7.9	Submission of Medicare/Medicaid Part B and Part C Paper Claims.....	44
8	Appendix A – Medicare/Medicaid Part B and Part C Paper Claims	45
8.1	Submission of Medicare/Medicaid Part B and Part C Paper Claims.....	45
8.1.1	Crossover Coding	45
8.1.2	Crossover Coding Sheet.....	46
8.1.3	Crossover Coding Sheet Instructions.....	47
9	Appendix B – Internal Control Number	48
10	Appendix C – Remittance Advice	49
10.1	Examples of Pages in a Remittance Advice.....	49
10.2	Title	50
10.3	Banner Page	50
10.4	Paid Claims Page	53
10.5	Denied Claims Page	55
10.6	Claims in Process Page.....	57
10.7	Returned Claim.....	59
10.8	Adjusted Claims Page	61
10.9	Financial Transaction Page	63
10.9.1	Non-Claim Specific Payouts to Providers	63
10.9.2	Non-Claim Specific Refunds from Providers	63
10.9.3	Accounts Receivable	64
10.10	Summary Page	67
10.10.1	Payments.....	67
11	Appendix D – Remittance Advice Location Codes (LOC CD)	70
12	Appendix E – Remittance Advice Reason Code (ADJ RSN CD or RSN CD).....	71
13	Appendix F – Remittance Advice Status Code (ST CD)	74
14	Appendix G – Place of Service	75
15	Appendix H – Acronyms	76

List of Figures

Figure 1: Plastic Swipe KY Medicaid Card	2
Figure 2: Third Party Liability Lead Form.....	14
Figure 3: Provider Inquiry Form.....	16
Figure 4: Adjustment and Void Request Form.....	19
Figure 5: Cash Refund Documentation Form	21
Figure 6: Return to Provider Letter Form.....	23
Figure 7: MAP-250 – Sterilization Consent Form	26

Figure 8: CMS-1500 (02/12) Claim Form with NPI and Taxonomy	30
Figure 9: Dental Claim – ADA 2006 With NPI and Taxonomy	40
Figure 10: CMS-1500 Crossover Coding Sheet	46
Figure 11: Remittance Advice Header.....	50
Figure 12: Provider Remittance Banner Page	51
Figure 13: Provider Remittance Advice CMS-1500 Claims Paid	52
Figure 14: Provider Remittance Advice CMS-1500 Claims Denied Report.....	54
Figure 15: Provider Remittance Advice CMS-1500 Claims in Process Report	56
Figure 16: Provider Remittance Advice Claims Returned Report	58
Figure 17: Provider Remittance Advice CMS-1500 Claim Adjustments Report	60
Figure 18: Provider Remittance Advice Financial Transactions.....	62
Figure 19: Provider Remittance Advice Summary Report	65
Figure 20: Provider Remittance Advice EOB Code Description Report	66

List of Tables

Table 1 Contacts and Assigned Counties.....	24
Table 2: CMS-1500 Claim Form Field Descriptions.....	31
Table 3: Dental Claim – ADA 2006 With NPI Field Descriptions.....	41
Table 4: Crossover Coding Sheet Field Descriptions	47
Table 5: ICN, Region Field Descriptions.....	48
Table 6: Remittance Advice Field Descriptions	49
Table 7: Remittance Advice Header Field Descriptions.....	50
Table 8: Paid Claims Page Field Descriptions.....	53
Table 9: Denied Claims Page Field Descriptions.....	55
Table 10: Claims in Process Page Field Descriptions	57
Table 11: Returned Claim Page Field Descriptions	59
Table 12: Adjusted Claims Page Field Descriptions	61
Table 13: Financial Transaction Page – Non-Claim Specific Payouts to Providers Field Descriptions	63
Table 14: Financial Transaction Page – Non-Claim Specific Refunds from Providers Field Descriptions	63
Table 15: Financial Transaction Page – Accounts Receivable Field Descriptions	64
Table 16: Summary Page Field Descriptions	67
Table 17: Payments Field Descriptions	67
Table 18: Explanation of Benefits Field Descriptions.....	68
Table 19: Explanation of Remarks Field Descriptions	68
Table 20: Explanation of Adjustment Code Field Descriptions	68
Table 21: Explanation of RTP Codes Field Descriptions	69
Table 22: Remittance Advice Location Codes Field Descriptions.....	70
Table 23: Remittance Advice Reason Code Field Descriptions.....	71
Table 24: Remittance Advice Status Code Field Descriptions.....	74
Table 25: CMS 1500 Place of Service Codes Field Descriptions	75
Table 26: Acronyms	76

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

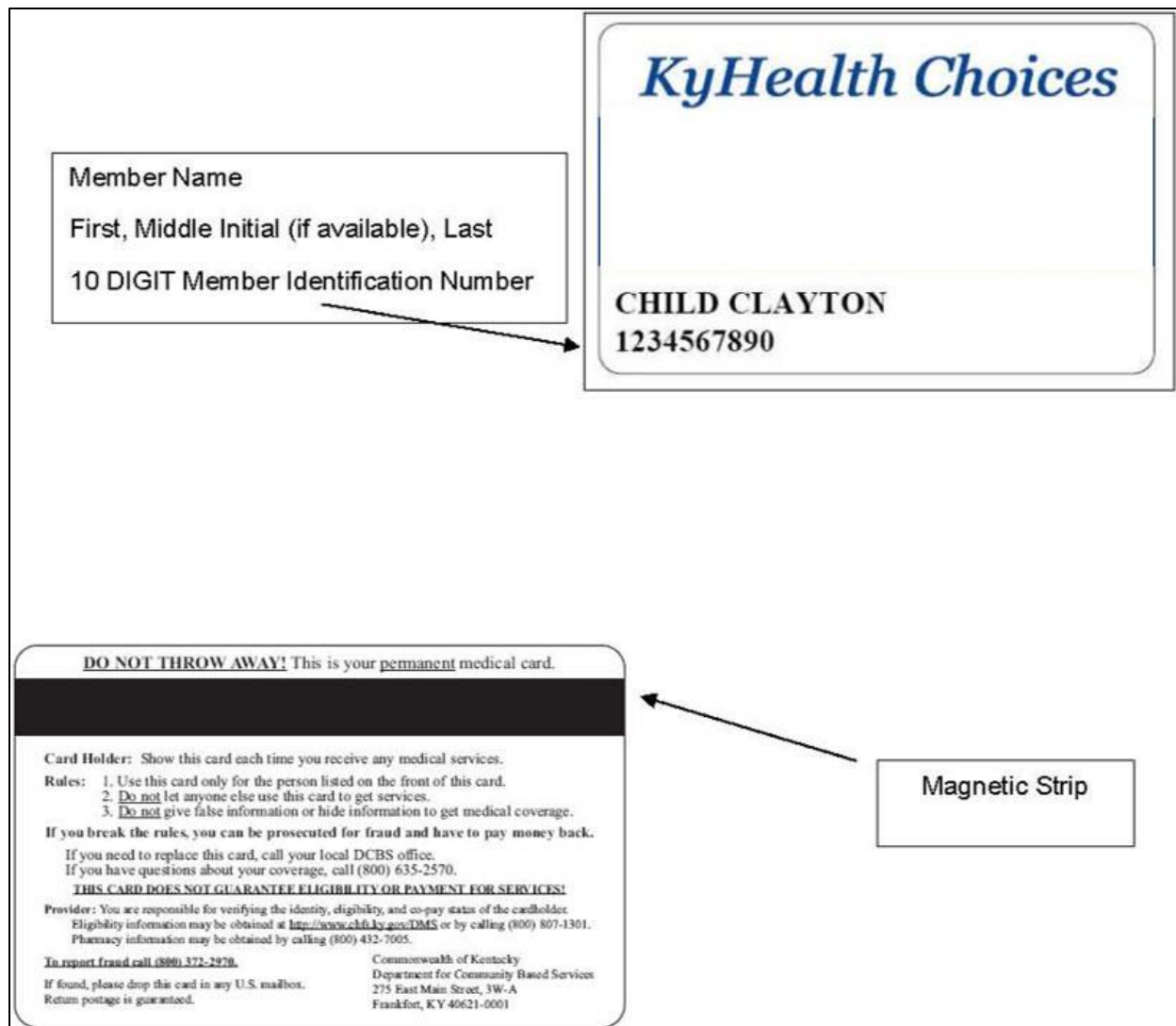
Members should apply for Medicaid eligibility through kynect (kyenroll.ky.gov) by phone at 1-855-4kynect (1-855-459-6328) or in person at their local Department for Community Based Services (DCBS) office. Members with questions or concerns can contact Member Services at 1-800-635-2570, Monday through 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 EDH_Helpdesk@gainwelltechnologies.com](mailto:KY_EDH_Helpdesk@gainwelltechnologies.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, Medicare Part C (Medicare Advantage), 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 or Medicare Part C (Medicare Advantage) 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 or Medicare Part C (Medicare Advantage))

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)
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		<i>Gainwell Technologies Attention: TPL Unit P.O. Box 2107 Frankfort, KY 40602-2107</i>	
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: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; padding: 5px;"></td> <td style="padding: 5px;">This claim was previously processed according to KY Medicaid guidelines. Claim will be sent for denial.</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">This claim has been sent to processing.</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">AGED CLAIM, claim will be sent for denial. See reverse side for timely filing guidelines.</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">Documentation attached is being returned due to no claim form attached to request.</td> </tr> </table>			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.
	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 or Medicare Part C (Medicare Advantage) 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 or Medicare Part C (Medicare Advantage)/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 Sterilization Consent Form, MAP-250

6.1 Purpose

Federal regulations (42 CFR 441.250-441.258) require that any individual being sterilized must read and sign a federally approved consent form. The consent form contains information about the procedure being performed and the results of the procedure. The MAP-250 Sterilization Consent Form (or another form approved by the Secretary of Health and Human Services) requires the form be signed by the member, the person obtaining the consent, and the physician according to Program policy.

6.2 General Instructions

The Sterilization Consent Form (MAP-250) is a five-part self-carbonized form.

All applicable fields must be completed.

The following individuals or offices must receive a copy of the completed MAP-250 form:

- The surgeon

Attach the signed and dated MAP-250 to the corresponding claim form and submit for processing.

Order MAP-250 forms from:

www.kymmis.com

6.2.1 MAP-250 – Sterilization Consent Form

Figure 7: MAP-250 – Sterilization Consent Form

Form Approved: OMB No. 0937-0166
Expiration date: 1/31/2019

CONSENT FOR STERILIZATION

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

■ CONSENT TO STERILIZATION ■

I have asked for and received information about sterilization from _____ . When I first asked _____
Doctor or Clinic
for the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving Federal funds, such as Temporary Assistance for Needy Families (TANF) or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.

I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation known as a _____ . The discomforts, risks
Specify Type of Operation
and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least 30 days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.

I am at least 21 years of age and was born on: _____

I, _____
free will to _____
by a method _____

consent expires 180 days from the date of my signature below.

I also consent to the release of this form and other medical records about the operation to:
Representatives of the Department of Health and Human Services, or Employees of programs or projects funded by the Department but only for determining if Federal laws were observed.

I have received a copy of this form.

Signature _____ Date _____

You are requested to supply the following information, but it is not required: (Ethnicity and Race Designation) (please check)

Ethnicity: ☐ Hispanic or Latino ☐ American Indian or Alaska Native
☐ Not Hispanic or Latino ☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White

■ INTERPRETER'S STATEMENT ■

If an interpreter is provided to assist the individual to be sterilized:
I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in _____
language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.

Interpreter's Signature _____ Date _____

■ STATEMENT OF PERSON OBTAINING CONSENT ■

Before _____ signed the
Name of Individual
consent form, I explained to him/her the nature of sterilization operation _____ , the fact that it is
Specify Type of Operation
intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent. I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequences of the procedure.

Signature of Person Obtaining Consent _____ Date _____
Facility _____
Address _____

■ PHYSICIAN'S STATEMENT ■

Shortly before I performed a sterilization operation upon _____
I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.

(Instructions for use of alternative final paragraph: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.)

(1) At least 30 days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.

(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

☐ Premature delivery
Individual's expected date of delivery: _____

☐ Emergency abdominal surgery (describe circumstances): _____

Physician's Signature _____ Date _____

NOTE: The most current version of the MAP 250 can be found at www.kymmis.com under Provider Relations, Forms, then click on Provider Relations.

6.2.2 Detailed Instructions for Completion of the Consent Form

6.2.2.1 Consent to Sterilization

The MAP-250 Form must be completed at least 30 days prior to the sterilization procedure, except in cases of premature delivery and emergency abdominal surgery in which case a 72-hour waiting period is required. No more than 180 days should elapse between the date the form is signed and the procedure is performed.

- Enter the name of the physician, clinic, or the name of the physician and the phrase “and/or associates” who expects to perform the procedure.
- Enter the name of the procedure to be performed.
- Enter the birth date of the member. *The member must be 21 years of age or older.
- Enter the name of the member.
- Enter the name of the physician expected to perform the procedure.
- Enter the method of sterilization.
- An original member signature is required.
- An original handwritten date is required for the date of signature. No typed dates are accepted.

Note: The member’s signature and/or date of signature cannot be altered. If alterations in either of these two areas occur, the claim is denied. Race and ethnicity information may be designated by checking the appropriate block but is not mandatory.

6.2.2.2 Interpreter’s Statement

If appropriate, complete this section at the same time the above section is completed.

- Enter the language used to read and explain the form.
- The interpreter must sign the form.
- The interpreter must date the form.

6.2.2.3 Statement of Person Obtaining Consent

This section should be completed at the same time or after the above two sections are completed.

- Enter the member’s name.
- Enter the procedure name.
- The person obtaining the consent must read and sign the form.
- The person obtaining the consent must date the form. The date must be on or after the date the member signed.
- Enter the name of the facility or office of the person obtaining consent.
- Enter the address of the facility or office of the person obtaining consent.

6.2.2.4 Physician Statement

This section must be completed at the same time or after the procedure is performed.

- Enter the name of the member.
- Enter the date of the sterilization.
- Enter the procedure performed.
- Enter the specific type of operation.
- Follow instructions on the form. Cross out the paragraphs not used.

If the sterilization was performed less than 30 days but more than 72 hours after date of the individual's signature and date on the consent form, check the applicable block and provide the information requested.

In the case of premature delivery, enter the expected date of delivery. The expected date of delivery should be at least 30 days after the individual's signature and date.

If the procedure was performed as result of emergency abdominal surgery, enter a brief description in the designated area of the consent form, or attach an operative report to describe the circumstances.

The physician(s) who performed the procedure must sign the form in this section.

Enter the date the physician signed the form. This date must be on or after the date of the surgery.

NOTE: Federal regulations require that MAP-250 forms be completed without error or corrections. If an error is made or correction is required during the completion of the form, destroy the form and complete another form correctly according to these instructions.

To ensure payment for all claims related to this procedure, close adherence to these instructions for completion of the form is recommended.

7 Completion of CMS-1500 Paper Claim Form

The CMS-1500 claim form is used to bill services for Rural Health. A copy of the 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.

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

Figure 8: 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 ☐ (TRICARE#) ☐ CHAMPVA ☐ (Member ID#) ☐ GROUP HEALTH PLAN ☐ (ID#) ☐ FECA (EX-LUNG) ☐ (ID#) ☐ OTHER ☐ (ID#) ☐				1a. INSURED'S I.D. NUMBER (For Program in Item 1)							
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)				3. PATIENT'S BIRTH DATE MM DO YY SEX M ☐ F ☐				4. INSURED'S NAME (Last Name, First Name, Middle Initial)			
5. PATIENT'S ADDRESS (No., Street)				6. PATIENT RELATIONSHIP TO INSURED Self ☐ Spouse ☐ Child ☐ Other ☐				7. INSURED'S ADDRESS (No., Street)			
CITY STATE				CITY STATE				CITY STATE			
ZIP CODE TELEPHONE (Include Area Code) ()				ZIP CODE TELEPHONE (Include Area Code) ()				ZIP CODE TELEPHONE (Include Area Code) ()			
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)				10. IS PATIENT'S CONDITION RELATED TO:				11. INSURED'S POLICY GROUP OR FECA NUMBER			
a. OTHER INSURED'S POLICY OR GROUP NUMBER				a. EMPLOYMENT? (Current or Previous) YES ☐ NO ☐				a. INSURED'S DATE OF BIRTH MM DO YY SEX M ☐ F ☐			
b. RESERVED FOR NUCC USE				b. AUTO ACCIDENT? YES ☐ NO ☐ PLACE (State) _____				b. OTHER CLAIM ID (Designated by NUCC)			
c. RESERVED FOR NUCC USE				c. OTHER ACCIDENT? YES ☐ NO ☐				c. INSURANCE PLAN NAME OR PROGRAM NAME			
d. INSURANCE PLAN NAME OR PROGRAM NAME				10d. CLAIM CODES (Designated by NUCC)				d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES ☐ NO ☐ If yes, complete items 9, 9a, and 9d.			
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 _____											
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DO YY QUAL _____				15. OTHER DATE MM DO YY QUAL _____				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. 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 ☐ \$ CHARGES _____											
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. ☐											
A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____											
22. RESUBMISSION CODE _____ ORIGINAL REF. NO. _____											
23. PRIOR AUTHORIZATION NUMBER _____											
24. A. DATE(S) OF SERVICE From MM DO YY To MM DO YY B. PLACE OF SERVICE C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM I. ID. QUAL. J. RENDERING PROVIDER ID. #											
1											
2											
3											
4											
5											
6											
25. FEDERAL TAX I.D. NUMBER SSN EIN ☐ ☐				26. PATIENT'S ACCOUNT NO.				27. ACCEPT ASSIGNMENT? YES ☐ NO ☐ (For print, complete back)			
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)				32. SERVICE FACILITY LOCATION INFORMATION				33. BILLING PROVIDER INFO & PH # ()			
SIGNED _____ DATE _____				a. _____ b. _____				a. _____ b. _____			

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)

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

7.2.1 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, Medicare, or Medicare Part C (Medicare Advantage) 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, Medicare, or Medicare Part C (Medicare Advantage) 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.

Field Number	Field Name and Description
17	Name of Referring Provider or Other Source Enter the qualifier and the name of the Referring Provider or Ordering Provider, if applicable. Qualifiers: DN – denotes Referring Provider DK – denotes Ordering Provider
17B	Referring Provider 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 Enter the appropriate Prior Authorization number, if applicable, assigned by Gainwell. Enter the CLIA ID when billing for laboratory CPT codes, effective with dates of service 01/01/2023.
24A	Date of Service (Non-Shaded Area) Enter the date in month, day, year format (MMDDYY). Enter only one date of service per claim form.
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.
24D	Procedures, Services, or Supplies (Non-Shaded Area) Enter the appropriate HIPAA compliant procedure code identifying the service or supply provided to the member. Note: Effective with service dates 7/1/23 and after, Community Health Worker (CHW) services may be billed using 98960 - 98962 codes, if applicable, <u>with the addition of the UB modifier</u> . The UB modifier, in this billing scenario, indicates the CHW performed the service. The rendering provider must be either a Physician, APRN, or a Physician Assistant. The FQHC claim will pay a max fee rate for the codes in the range of 98960 – 98962 when billed:

Field Number	Field Name and Description												
	1. If the CHW service is the only service provided on that date of service. OR 2. If the CHW service is billed with zero paid procedures. *If the CHW service is billed in conjunction with a PPS rate - paid procedure the same date of service - then the CHW procedure pays zero. **The CWH service never generates a wrap payment. For Early Periodic Screening, Diagnosis, and Treatment (EPSDT) procedures, one of the following procedure codes must be used: <table border="1"> <thead> <tr> <th><u>New Codes</u></th><th><u>Description</u></th></tr> </thead> <tbody> <tr> <td>99381 – 99385</td><td>Initial Complete Screening</td></tr> <tr> <td>99391 – 99397</td><td>Visit Complete Screening</td></tr> <tr> <td>End Dated</td><td>Initial Partial Screening</td></tr> <tr> <td>End Dated</td><td>Revisit Partial Screening</td></tr> <tr> <td>End Dated</td><td>Completion of a Partial Screening</td></tr> </tbody> </table>	<u>New Codes</u>	<u>Description</u>	99381 – 99385	Initial Complete Screening	99391 – 99397	Visit Complete Screening	End Dated	Initial Partial Screening	End Dated	Revisit Partial Screening	End Dated	Completion of a Partial Screening
<u>New Codes</u>	<u>Description</u>												
99381 – 99385	Initial Complete Screening												
99391 – 99397	Visit Complete Screening												
End Dated	Initial Partial Screening												
End Dated	Revisit Partial Screening												
End Dated	Completion of a Partial Screening												
	Modifier (Non-Shaded Area) When billing for the right or left temple using procedure code 92499, enter modifier RT to identify the right temple and/or LT to identify the left temple in the modifier field of 24D. 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 submitted with the claim but appropriate documentation for the procedure and evaluation and management service must be maintained. • EP – EPSDT screening • FP – Family Planning for Family Planning services Use 'FP' Family Planning when billing S0612 for an annual gynecological examination billed with Family Planning ICD-10 diagnosis V code. For Hearing Aids: Effective for dates of service July 1, 2006 and after, you must indicate right (RT) or left (LT) modifier ear for each Hearing Aid. (Limited to one per hearing impaired ear per every 36 months.)												

Field Number	Field Name and Description										
	Enter the appropriate HIPAA compliant two-digit modifier, if applicable, that further describes the procedure code. Modifiers accepted by Medicaid are: <table border="1"> <thead> <tr> <th><u>Modifier</u></th><th><u>Description</u></th></tr> </thead> <tbody> <tr> <td>U4</td><td> For services rendered by an: • LP's associate (LPA) • LPCC's associate (LPCCA) • LMFT's associate (LMFTA) The U4 modifier must be used to indicate that the LP/LPCC/LMFT is billing for the service rendered by his/her associate. </td></tr> <tr> <td>HO</td><td>Enter the appropriate modifier if services were rendered by a provider with a master level degree.</td></tr> <tr> <td>UB</td><td> Used to denote service is rendered by a non-credentialed provider such as an RN, LPN, Dietician, Nutritionist, etc. For services rendered by a Community Health Worker, the modifier UB must be used to indicate the rendering provider (Physician, APRN, or Physician Assistant) is overseeing/supervising the service. </td></tr> <tr> <td>HF</td><td> Substance Abuse Program Note: Use when billing for SUD related services. (Informational only) </td></tr> </tbody> </table>	<u>Modifier</u>	<u>Description</u>	U4	For services rendered by an: • LP's associate (LPA) • LPCC's associate (LPCCA) • LMFT's associate (LMFTA) The U4 modifier must be used to indicate that the LP/LPCC/LMFT is billing for the service rendered by his/her associate.	HO	Enter the appropriate modifier if services were rendered by a provider with a master level degree.	UB	Used to denote service is rendered by a non-credentialed provider such as an RN, LPN, Dietician, Nutritionist, etc. For services rendered by a Community Health Worker, the modifier UB must be used to indicate the rendering provider (Physician, APRN, or Physician Assistant) is overseeing/supervising the service.	HF	Substance Abuse Program Note: Use when billing for SUD related services. (Informational only)
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HO	Enter the appropriate modifier if services were rendered by a provider with a master level degree.										
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HF	Substance Abuse Program Note: Use when billing for SUD related services. (Informational only)										
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 units of service provided for the member on this date of service.										
24I	ID Qualifier (Shaded Area) Enter 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.										

Field Number	Field Name and Description
24J	Rendering Provider ID # (Shaded Area) Enter the rendering provider's 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. The taxonomy number should correspond to the NPI entered in field 24J (Non-Shaded Area).
	(Non-Shaded Area) Enter the rendering provider's NPI number. Note: If you are billing "zero-pay" services performed by a practitioner that Kentucky Medicaid does not issue an individual provider number to (RN, LPN, Dietician, Nutritionist, etc); enter the clinic Physician, Physician Assistant, or Advanced Practice Nurse Practitioner NPI here. (Enter the UB modifier in Field 24D).
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 patient account number.
28	Total Charges Enter the total of all individual charges entered in Field 24F. Total each claim separately.
29	Amount Paid Enter the amount paid, if any, by a private insurance carrier. Do not enter the Medicare or Medicare Part C (Medicare Advantage) paid amount. Also, complete fields 9, 9A, and 9D. Note: If other insurance denies the claim, leave these fields blank and attach the denial statement from the carrier to the submitted claim.
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 33 must be completed.
33	Physician/Supplier's Billing Name, Address, Zip Code, and Phone Number Enter the Rural Health provider's name, address, zip code, and phone number.

Field Number	Field Name and Description
33A	NPI Enter the appropriate Pay To NPI number.
33B	(Shaded Area) Enter ZZ and the Pay To Taxonomy number. Note: If more than one individual Healthcare provider rendered services on the same date of service for the same member and at a single location, a separate CMS form is required for each healthcare provider. 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.

7.3 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>

7.4 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 or Medicare Part C (Medicare Advantage)/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

7.5 VFC Vaccine Administration

Vaccines for Children (VFC)

- For patients under age 19, bill KY Medicaid using the administration CPT and the vaccine CPT.
- Use modifier SL for both the administration CPT and the vaccine CPT.

Non- VFC

- Bill KY Medicaid using the administration CPT and the vaccine CPT.
- Do not use SL modifier

7.6 Mailing Information

Send the completed original 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

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.

7.7 Dental Claim – ADA 2006 With NPI and Taxonomy

Figure 9: Dental Claim – ADA 2006 With NPI and Taxonomy

ADA Dental Claim Form																																																																																												
HEADER INFORMATION																																																																																												
1. Type of Transaction (Mark all applicable boxes) ☒ Statement of Actual Services ☐ Request for Predetermination / Preauthorization ☐ EFSOT/Title XIX																																																																																												
2. Predetermination / Preauthorization Number PA# If applicable																																																																																												
INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION																																																																																												
3. Company/Plan Name, Address, City, State, Zip Code																																																																																												
POLICYHOLDER/SUBSCRIBER INFORMATION (For Insurance Company Named in #3)																																																																																												
12. Policyholder/Subscriber Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code																																																																																												
13. Date of Birth (MM/DD/CCYY)																																																																																												
14. Gender ☐ M ☐ F																																																																																												
15. Policyholder/Subscriber ID (SSN or ID#) 1234567890																																																																																												
16. Plan/Group Number																																																																																												
17. Employer Name																																																																																												
OTHER COVERAGE																																																																																												
4. Other Dental or Medical Coverage? ☐ No (Skip 5-11) ☐ Yes (Complete 5-11)																																																																																												
5. Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix)																																																																																												
PATIENT INFORMATION																																																																																												
18. Relationship to Policyholder/Subscriber in #12 Above ☐ Self ☐ Spouse ☐ Dependent Child ☐ Other																																																																																												
19. Student Status ☐ PTS ☐ PTS																																																																																												
20. Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code Jane Doe (Member Name)																																																																																												
21. Date of Birth (MM/DD/CCYY)																																																																																												
22. Gender ☐ M ☐ F																																																																																												
23. Patient ID/Account # (Assigned by Dentist)																																																																																												
RECORD OF SERVICES PROVIDED																																																																																												
24. Procedure Date (MM/DD/CCYY)	25. Area of Oral Cavity	26. Tooth System	27. Tooth Number(s) or Letter(s)	28. Tooth Surface	29. Procedure Code	30. Description					31. Fee																																																																																	
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MISSING TEETH INFORMATION																																																																																												
34. (Place an 'X' on each missing tooth)																																																																																												
<table border="1"> <tr> <td colspan="16">Permanent</td> <td colspan="10">Primary</td> <td>32. Other Fee(s)</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td> <td>A</td><td>B</td><td>C</td><td>D</td><td>E</td><td>F</td><td>G</td><td>H</td><td>I</td><td>J</td> <td></td> </tr> <tr> <td>32</td><td>31</td><td>30</td><td>29</td><td>28</td><td>27</td><td>26</td><td>25</td><td>24</td><td>23</td><td>22</td><td>21</td><td>20</td><td>19</td><td>18</td><td>17</td> <td>T</td><td>S</td><td>R</td><td>Q</td><td>P</td><td>O</td><td>N</td><td>M</td><td>L</td><td>K</td> <td>33. Total Fee</td> </tr> </table>												Permanent																Primary										32. Other Fee(s)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	A	B	C	D	E	F	G	H	I	J		32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	T	S	R	Q	P	O	N	M	L	K	33. Total Fee
Permanent																Primary										32. Other Fee(s)																																																																		
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32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	T	S	R	Q	P	O	N	M	L	K	33. Total Fee																																																																		
35. Remarks																																																																																												
AUTHORIZATIONS																																																																																												
36. I have been informed of the treatment plan and associated fees. I agree to be responsible for all charges for dental services and materials not covered by dental benefit plan, unless prohibited by law, or the treating dentist/dental practice has entered into a prearrangement with my plan providing all or a portion of such charges. To the extent permitted by law, I consent to the use and disclosure of my protected health information to carry out payment activities in connection with this claim.																																																																																												
X Patient/Guardian signature _____ Date _____																																																																																												
37. I hereby authorize and direct payment of the dental benefit otherwise payable to me, directly to the below named dentist/dental entity.																																																																																												
X Subscriber signature _____ Date _____																																																																																												
BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured subscriber)																																																																																												
46. Name, Address, City, State, Zip Code Provider Name 1234 Any Street Any Town, KY 40600																																																																																												
49. NPI NPI of Clinic																																																																																												
50. License Number																																																																																												
51. SSN or TIN																																																																																												
52. Phone Number () - -																																																																																												
52A. Additional Provider ID Taxonomy of Clinic																																																																																												
ANCILLARY CLAIM/TREATMENT INFORMATION																																																																																												
38. Place of Treatment ☐ Provider's Office ☐ Hospital ☐ ECF ☒ Other																																																																																												
39. Number of Enclosures (00 to 99) ☐ Radiograph(s) ☐ Clinical Image(s) ☐ Model(s)																																																																																												
40. Is Treatment for Orthodontics? ☐ No (Skip 41-42) ☐ Yes (Complete 41-42)																																																																																												
41. Date Appliance Placed (MM/DD/CCYY)																																																																																												
42. Months of Treatment Remaining ☐ No ☐ Yes (Complete 44)																																																																																												
43. Replacement of Prosthesis? ☐ No ☐ Yes (Complete 44)																																																																																												
44. Date Prior Placement (MM/DD/CCYY)																																																																																												
45. Treatment Resulting from ☐ Occupational Illness/Injury ☐ Auto accident ☐ Other accident																																																																																												
46. Date of Accident (MM/DD/CCYY)																																																																																												
47. Auto Accident State																																																																																												
TREATING DENTIST AND TREATMENT LOCATION INFORMATION																																																																																												
53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.																																																																																												
X Signature _____ Signed (Treating Dentist) _____ Date _____																																																																																												
54. NPI rendering provider																																																																																												
55. License Number																																																																																												
56. Address, City, State, Zip Code Provider Name 1234 Any Street Any Town, KY 40600																																																																																												
56A. Provider Specialty Code Taxonomy rendering provider																																																																																												
57. Phone Number () - -																																																																																												
58. Additional Provider ID																																																																																												

© 2006 American Dental Association
 J400 (Same as ADA Dental Claim Form – J401, J402, J403, J404)

To Reorder call 1-800-947-4716
 or go online at www.ada.org

7.8 Completion of Dental Claim – ADA 2006 With NPI

NOTE: These instructions are related to the billing aspect of the dental program. For policy related issues (for example, age limitations) please refer to the Dental regulation. 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.

Table 3: Dental Claim – ADA 2006 With NPI Field Descriptions

2006 Version Field Number	Field Name and Description
1	Type of Transaction Check the Statement of Actual Services box.
2	Predetermination/Preauthorization Number If the procedure requires prior authorization; enter the 10-digit authorization number.
4	Other Dental or Medical Coverage Check "Yes" if payment has been made by any health insurance other than Medicare. Check "Yes" if payment has been made by Medicare Advantage Part C If marked yes, complete fields 5 – 11.
15	Subscriber Identifier (SSN or ID #) Enter the member's 10-digit identification number exactly as it appears on the current member identification card.
20	Name, Address, City, State, Zip Code Enter the first name, middle initial, and last name of the member exactly as it appears on the current member identification card.
23	Patient ID/Account # (Assigned by Dentist) Enter the patient's account number, up to 20 digits. This is the invoice number on your remittance advice (optional, not required).
24	Procedure Date On each line, enter the date on which the service was provided in month, day, and year sequence and in numeric format.
27	Tooth Number or Letter Enter the tooth identification number or letter for the tooth treated (01 – 32 or A – T). Note: When billing procedures involving quadrants, indicate the quadrant location in this field by using the appropriate indicator. Arch locations are also to be entered in this field if applicable.

2006 Version Field Number	Field Name and Description																					
	Note: Effective 06/01/2005, use the numeric quadrant codes and arch codes listed below. <table border="1"> <thead> <tr> <th><u>New Code</u></th><th><u>Previous Code</u></th><th><u>Descriptor</u></th></tr> </thead> <tbody> <tr> <td>01</td><td>UA</td><td>Maxillary Arch</td></tr> <tr> <td>02</td><td>LA</td><td>Mandibular Arch</td></tr> <tr> <td>10</td><td>UR</td><td>Upper Right Quadrant</td></tr> <tr> <td>20</td><td>UL</td><td>Upper Left Quadrant</td></tr> <tr> <td>30</td><td>LL</td><td>Lower Left Quadrant</td></tr> <tr> <td>40</td><td>LR</td><td>Lower Right Quadrant</td></tr> </tbody> </table> Supernumerary extractions/impactions are to be billed using tooth numbers 33 forward and the applicable extraction/impaction procedure code.	<u>New Code</u>	<u>Previous Code</u>	<u>Descriptor</u>	01	UA	Maxillary Arch	02	LA	Mandibular Arch	10	UR	Upper Right Quadrant	20	UL	Upper Left Quadrant	30	LL	Lower Left Quadrant	40	LR	Lower Right Quadrant
<u>New Code</u>	<u>Previous Code</u>	<u>Descriptor</u>																				
01	UA	Maxillary Arch																				
02	LA	Mandibular Arch																				
10	UR	Upper Right Quadrant																				
20	UL	Upper Left Quadrant																				
30	LL	Lower Left Quadrant																				
40	LR	Lower Right Quadrant																				
28	Tooth Surface Enter the appropriate surfaces for the tooth treated on this line (for example, M, O, D, B, L, F, I).																					
29	Procedure Code Enter the procedure code which identifies the service performed.																					
30	Description Enter a brief description of the service provided to the member.																					
31	Fee On each line, enter the total usual and customary charge for the service listed on that line. Do not enter the dollar sign (\$).																					
32	Other Fee(s) Enter the amount received from other insurance sources, including Medicare Part C/Advantage/Replacement billed on this claim to be deducted. Do not enter if the other source of payment was KY Medicaid. If you have not received a payment, leave this field blank.																					
33	Total Fee Enter the total of all charges listed in field 31. Do not enter the dollar sign (\$).																					
35	Remarks Enter the referring provider NPI and taxonomy, if applicable. This information should be left-justified in this field. Enter remarks when a procedure requires review: • Gingivectomy – drug induced, congenital, or hereditary • Limited Oral Evaluation – fractured teeth, soft tissue trauma, accident related, or any unusual circumstance • Exposure of an unerupted or impacted tooth for orthodontic reasons – soft tissue, partially bony, or full bony																					

2006 Version Field Number	Field Name and Description
38	Place of Treatment Enter the two-digit code from the list that identifies where the service was performed. Enter the two-digit code in the box marked "other", even if the service was performed in the office. Note: Refer to the Place of Treatment appendix for the list of codes.
40	Is Treatment for Orthodontics? If treatment is for orthodontic purposes (that is exposure of tooth, banding, etc.) mark "Yes."
45	Treatment Resulting from If treatment is a direct result of an accident, enter an "X" in the appropriate block, and enter a brief description in the remarks field (35).
46	Date of Accident If treatment is a direct result of an accident, enter the date of the accident.
48	Name, Address, City, State Enter the provider's name and address where a claim is to be returned.
49	NPI Enter the NPI number of the clinic, if applicable.
52A	Additional Provider ID Enter the Taxonomy number of the clinic, if applicable.
54	NPI Enter the rendering NPI number.
56	Address, City, State, Zip Enter the address of the rendering provider, including zip code.
56A	Taxonomy Enter the rendering dentist's Taxonomy number.
57	Phone Number Enter the provider's telephone number.

7.9 Submission of Medicare/Medicaid Part B and Part C Paper Claims

On claims which have Medicare or Medicare Part C (Medicare Advantage) allowed procedures as well as non-allowed procedures, Medicaid must be billed on separate claims with copies of Medicare remit attached to each claim.

A health insurance claim form, the CMS-1500, should be submitted to KY Medicaid when an original Medicare or Medicare Part C (Medicare Advantage)/Medicaid automatic crossover claim has been denied deductible or coinsurance payment by Medicaid or when the provider has received no response from Medicaid within six weeks of the Medicare or Medicare Part C (Medicare Advantage) adjudication date. In both of these situations, a new CMS-1500 claim should be completed and submitted to KY Medicaid according to Medicaid guidelines. To this claim, the provider must attach the corresponding Explanation of Medicare Benefits (EOMB). A copy of the EOMB (including adjudication date and member identification information) is accepted only in its entirety.

Out of KY providers who provide services for KY Medicaid members must submit claims on a CMS-1500 claim to Gainwell in KY. A copy of the EOMB from the Medicare or Medicare Part C (Medicare Advantage) carrier in the state where the service is provided should be attached to the claim form before payment for services may be considered.

8 Appendix A – Medicare/Medicaid Part B and Part C Paper Claims

8.1 Submission of Medicare/Medicaid Part B and Part C Paper Claims

On claims which have Medicare allowed procedures as well as non-allowed procedures, Medicaid must be billed on separate claims.

1. For services denied by Medicare, attach a copy of Medicare's denial to the claim.
2. If a service was allowed by Medicare, submit a CMS-1500 (02/12), which should be submitted to KY Medicaid according to Medicaid guidelines. To this claim, the provider must attach the corresponding Crossover Coding Sheet.

In the event that Medicare denies your service, the Medicare EOMB will be required to be attached to the claim.

For claims automatically crossed over from Medicare to KY Medicaid, allow six weeks for processing. If no response is received within six weeks of the Medicare EOMB date, resubmit per item two.

8.1.1 Crossover Coding

As of September 29, 2008, the Medicare EOMB is no longer needed to be attached to a claim if Medicare pays on the service. Instead of the Medicare EOMB, providers will utilize the coding sheet on the next page.

In the event that Medicare denies your service, the Medicare EOMB will be required to be attached to the claim.

The Crossover Coding Sheet may be accessed at www.kymmis.com. You may type the Medicare information into the PDF and print the coding sheet so you do not have to hand-write the required information. The PDF will not save your changes in the coding sheet.

Please follow the guidelines below so the Crossover Coding Sheet may process accurately:

- Black ink only; no colored ink, pencils, or highlighters
- No white out; however, correction tape is allowed
- If a service is paid in full by Medicare or Medicare Part C (Medicare Advantage), code the paid in full charges the way they appear on the EOMB (3.00 allowed, no coins, no deductible, no copay, 3.00 provider payment)
- If using the CMS-1500 (08/05), block 30 of the claim form must match the provider payment Medicare EOMB. Leave block 30 of the CMS-1500 (02/12) claim form blank.
- When billing a multi-page CMS-1500, the total charge is entered on the last claim form
- When using the coding sheet, put the line # in sequential order; when using two coding sheets, the second coding sheet will begin with line # 7
- When writing zeros, do not put a line through the zero
- The documents must be presented in the following order:
 1. Claim form
 2. Coding sheet
 3. Any other attachments that may be needed; the Medicare EOMB is not required to be attached to the claim

8.1.2 Crossover Coding Sheet

Figure 10: CMS-1500 Crossover Coding Sheet

CMS1500 CROSSOVER EOMB FORM									
Member Name: _____ 1 _____				Member ID: _____ 2 _____					
EOMB Date: _____ 3 _____									
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						
Line <u>4</u> Deduct/Pat Resp Amt			Coinsurance/Co-pay Amt			Provider Pay Amt			
5			6			7			
8			9						

8.1.3 Crossover Coding Sheet Instructions

The following table provides the field name and a description for each field number on the Crossover Coding Sheet:

Table 4: Crossover Coding Sheet Field Descriptions

Field Number	Field Name and Description
1	Member's Name Enter the member's last name and first name exactly as it appears on the member identification card.
2	Member's ID Enter the member's ID as it appears on the claim form.
3	EOMB Date Enter Medicare's EOMB date.
4	Line Number Enter the line number; the line numbers must be in sequential order.
5	Deductible Amount Enter deductible amount from Medicare, if applicable.
6	Medicare Coinsurance Enter the Medicare coinsurance amount, if any.
7	Provider Pay Amount Enter the amount paid from Medicare.
8	Patient Responsibility Enter the patient responsibility amount from Medicare.
9	Co-pay Amt Enter the Medicare copay amount, if any.

9 Appendix B – 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 5: 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

10 Appendix C – 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.

10.1 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 6: 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.

10.2 Title

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

Figure 11: 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 7: 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.

10.3 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 12: 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 13: 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	
MEMBER NAME: JOHN DOE			MEMBER ID.: 9999999999					
99999999999999	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	
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	

10.4 Paid Claims Page

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

Table 8: 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 or Medicare advantage plan (excluding Medicaid and straight 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 14: 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

10.5 Denied Claims Page

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

Table 9: 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 or Medicare advantage plan (excluding Medicaid and straight 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 15: 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

10.6 Claims in Process Page

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

Table 10: 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 or Medicare advantage plan (excluding Medicaid and straight 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 16: 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		

10.7 Returned Claim

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

Table 11: 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 17: Provider Remittance Advice CMS-1500 Claim Adjustments Report

[illegible]

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.

10.8 Adjusted Claims Page

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

Table 12: 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 or Medicare advantage plan (excluding Medicaid and straight Medicare).
Copay Amount	Copay amount to be collected from member.
Spendedown 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 18: 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

10.9 Financial Transaction Page

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

10.9.1 Non-Claim Specific Payouts to Providers

Table 13: 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.

10.9.2 Non-Claim Specific Refunds from Providers

Table 14: 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.

10.9.3 Accounts Receivable

Table 15: 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 19: Provider Remittance Advice Summary Report

REPORT: CRA-SUMM-R

RA#: 99999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE

DATE: 01/08/2021
PAGE: 14

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

SUMMARY

PAYEE ID 9999999999
NPI ID 9999999999
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 20: 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.	

10.10 Summary Page

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

Table 16: 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.

10.10.1 Payments

Table 17: 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 amount.

Explanation of Benefits

Table 18: Explanation of Benefits 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 19: 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 20: 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 21: 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.

11 Appendix D – 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 22: 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

12 Appendix E – 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 23: 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 E – 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 E – 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		

13 Appendix F – Remittance Advice Status Code (ST CD)

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

Table 24: 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

14 Appendix G – Place of Service

Below is a list of valid place of service codes for Rural Health Clinics.

Table 25: CMS 1500 Place of Service Codes Field Descriptions

Place of Service	Description
02	Telehealth (effective date of service 01/01/2018)
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
12	Home
13	Assisted Living Facility
14	Group Home (effective date of service 07/01/2015)
16	Temporary Lodging (effective date of service 07/01/2015)
19	Off Campus – Outpatient Hospital (effective date of service 02/01/2016)
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room – Hospital
24	Ambulatory Surgical Center (effective date of service 07/01/2015)
31	Skilled Nursing Facility
32	Nursing Facility
50	Qualified Health Center (effective date of service 07/01/2015)
51	Inpatient Psychiatric Facility
52	Psychiatric Facility – Partial Hospitalization (effective date of service 07/01/2015)
57	Non-residential Substance Abuse Treatment Facility (effective date of service 07/01/2015)
65	End-Stage Renal Disease Treatment Facility
72	Rural Health Clinic
99	Other Unlisted Facility (end dated 06/30/2015)

15 Appendix H – Acronyms

The following acronyms are used in this document:

Table 26: Acronyms

Acronym	Description
ADA	American Dental Association
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
CPT	Coverage Plan Type
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 or Medicare Part C (Medicare Advantage) 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

Acronym	Description
HOSP	Hospital
ICD	International Classification of Diseases
ICN	Internal Control Number
ID	Identification
KCHIP	Kentucky Children's Health Insurance Program
KY	Kentucky
LMFT	Licensed Marriage and Family Therapist
LMFTA	Licensed Marriage and Family Therapist Associate
LP	Licensed Psychologist
LPA	Licensed Psychologist Associate
LPCC	Licensed Professional Clinical Counselor
LPCCA	Licensed Professional Clinical Counselor Associate
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
VFC	Vaccines for Children
VREV	Voice Response Eligibility Verification