



November, 2018

Products:

Home State Health (Medicaid)

Ambetter from Home State Health (Marketplace)

Allwell from Home State Health (Medicare)

We are committed to delivering exceptional service and quality to our members and providers. This effort includes ensuring that providers of laboratory services have the requisite certifications for performing certain laboratory services.

Congress established the Clinical Laboratory Improvement Amendments (CLIA) in 1988 to promote the accuracy, reliability and timeliness of patient test results, regardless of where the test was performed. CLIA requires every laboratory, provider or facility that handles human test samples be certified by the Department of Health and Human Services (DHHS). Certain basic tests may be performed under a Certificate of Waiver, but CLIA Certification is required for more complex procedures (such basic and complex procedures to be collectively referred to herein as “CLIA services”). Both the Certificate of Waiver and the CLIA Certification programs are administered by CMS.

This is a reminder that as of January 6, 2014, providers billing CLIA services must include a valid and appropriate CLIA number (i.e., either a CLIA Certification Number or CLIA Certificate of Waiver number, as applicable) with the claim, as follows:

- For **Paper claims**, a valid and appropriate CLIA number must be included in Box 23 of the CMS-1500 form.
- For **EDI claims**, *if a single claim is submitted for those laboratory services for which CLIA certification or waiver is required, report the CLIA certification or waiver number in: X12N 837 (HIPAA version) loop 2300, REF02. REF01 = X4. If a claim is submitted with both laboratory services for which CLIA certification or waiver is required and non-CLIA covered laboratory test, in the 2400 loop for the appropriate line report the CLIA certification or waiver number in: X12N 837. (HIPAA version) loop 2400, REF02. REF01 = X4. For additional information regarding submission of paper claims or EDI claims, please see the enclosed document.*

If a valid and appropriate CLIA number is not included with the claim as provided above, the entire claim will not be considered a clean claim and will be rejected as incomplete. This process is consistent with the procedure followed by CMS and is applicable to all products offered by Home State Health Plan.

- If a **Paper claim** is submitted that contains CLIA services but does not contain a valid and appropriate CLIA number in Box 23, you will receive notice indicating that the claim has been rejected due to an improper CLIA number (e.g., the CLIA number is missing, invalid, incorrect or otherwise improper). In order to be considered for reimbursement, the claim must be resubmitted to include the proper CLIA number in Box 23 when CLIA services are present on the claim.
- *If an **EDI claim** is submitted that contains CLIA services, but a valid and appropriate CLIA number is not included with the claim in the manner required in the applicable billing instructions, you will receive notice indicating that the claim has been rejected due to an improper CLIA number (e.g., the CLIA number is missing, invalid, incorrect or otherwise improper). In order to be considered for reimbursement, the claim must be resubmitted to include the proper CLIA number in: X12N 837 (HIPAA version) loop 2300, REF02. REF01 = X4. If a claim is submitted*



An important
message from
Provider Relations



with both laboratory services for which CLIA certification or waiver is required and non-CLIA covered laboratory test, in the 2400 loop for the appropriate line report the CLIA certification or waiver number in: X12N 837 (HIPAA version) loop 2400, REF02. REF01 = X4. Below is the ANSI Crosswalk Grid.

ITEM	CMS-1500	ANSI CROSSWALK
23	Leave blank or enter one of the following items as applicable:	Loop 2300 - REF01 - G1 qualifier
	• Quality Improvement Organization (QIO) prior authorization number	REF02 - QIO Prior Authorization
	• Seven-digit Investigational Device Exemption (IDE) number when used in a clinical trial	Loop 2300 - REF01 - LX qualifier
	• NPI of Home Health Agency or Hospice facility when Care Plan Oversight is billed	REF02 - IDE number
	• Ten-digit CLIA number when lab services are billed	Loop 2300 - REF01 - 1J qualifier
	• For ambulance claims, enter the ZIP code of the point-of-pickup for the loaded ambulance trip	REF02 - Care Plan Oversight Number
		Loop 2300 - REF01 - X4 qualifier
		REF02 - CLIA certification number
		Loop 2400 - REF01 - X4 qualifier
		REF02 - CLIA certification number
		Loop 2400 - REF01 - F4 qualifier
		REF02 - Referring CLIA number
		ANSI 5010 - In addition to those listed above:
		Loop 2310E - NM101 - PW qualifier
		NM103 - Ambulance Organization name
		N301 - Ambulance Pick Up address line 1
		N302 - Ambulance Pick Up address I line 2 if needed
		N401 - Ambulance Pick Up city name
		N402 - Ambulance Pick Up state code
		N403 - Ambulance Pick Up ZIP code
		Loop 2310F - NM101 - 45 qualifier
		NM103 - Ambulance Organization name
		N301 - Ambulance Drop Off address line 1

For a list of CLIA Waived services, Provider Performed Microscopy Procedures, tests subject to CLIA edits and tests excluded from CLIA edits, please see the following link:

http://www.cms.gov/Regulations-andGuidance/Legislation/CLIA/Categorization_of_Tests.html

Please note that, to be considered for reimbursement, all claims must be submitted as clean claims within the initial claim timely filing period as stated in the Provider Manual.

Thank you for your partnership and commitment to our membership. If you have any questions regarding this information, please feel free to contact Provider Services at:

Home State Health 855-694-4663 Ambetter 855-650-3789 Allwell 855-766-1452

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions?

Contact Provider Relations at 1-855-694-4663.