



*An important
message from*
Provider Relations



February 20, 2013

MEMORANDUM

RE: **Paper Claim Submission Policy Change Effective April 1, 2013**

Home State Health Plan is committed to delivering exceptional service to its providers and members. This effort includes strong performance in turnaround time and accuracy of claims processing. Since inception, Home State and its parent company Centene have worked hard to ensure that capabilities support this level of performance.

Black and white UB-04 or HCFA-1500 forms copied/downloaded or handwritten red forms present a challenge when processing these claims through Optical Character Recognition (OCR) technology such that the timeliness, accuracy and efficiency of these claims are jeopardized. Their elimination will reduce the risk of misinterpretation of submitted claims and support the timely and accurate payment of your claims. As a result, Home State is changing its policy on the acceptance of black and white or handwritten red forms to align with the requirements of Centers of Medicare and Medicaid Services (CMS).

Effective April 1, 2013, any UB-04 and HCFA-1500 forms received that do not meet the CMS printing requirements will be rejected back to the provider or facility upon receipt.

You are highly encouraged to submit your forms electronically via our Web Portal www.HomeStateHealth.com

The CMS printing requirements are outlined in the Medicare Claims Processing Manual Chapter 26 – Completing and Processing Form CMS-1500 Data Set (Pub.100-04) of which the CMS regulation is described below:

- *The only acceptable claim forms are those printed in Flint OCR Red, J6983, (or exact match) ink. Although a copy of the CMS-1500 form can be downloaded, copies of the form cannot be used for submission of claims, since your copy may not accurately replicate the scale and OCR color of the form. The majority of paper claims sent to carriers and DMERCs are scanned using Optical Character Recognition (OCR) technology. This scanning technology allows for the data contents contained on the form to be read while the actual form fields, headings, and lines remain invisible to the scanner. Photocopies cannot be scanned and therefore are not accepted by all carriers and DMERCs.*
- *The National Uniform Billing Committee (NUBC) is responsible for the design of the form, and award of the contract for printing of the form. CMS does not supply the form to providers for claim submission. Blank*

➤ **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.

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copies of the form may also be available through office supply stores in your geographic area. Although a copy of that form can be downloaded, copies of the form should not be downloaded for submission of claims, since your copy may not accurately replicate colors included in the form. These colors are needed to enable automated reading of information on the form.

Thank you for your time and attention in this matter. For questions please contact Home State Health Plan's Provider Services at 855-694-HOME (4663).

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