



Show Me Healthy Kids
 MANAGED BY HOME STATE HEALTH

11720 Borman Drive
 St. Louis, MO 63146

2/1/2023

Dear Valued Provider,

Home State has identified a Psychiatric Residential Treatment Facility (PRTF) billing error that is causing claims to deny. These denials occur when the rendering clinician's NPI is listed in box 24J on the CMS-1500 claim form. When the rendering clinician NPI is listed in box 24J, our system assigns that practitioner affiliation, rather than your PRTF affiliation to the claim. This causes a provider specialty and procedure code miss match as H2013 is only an appropriate code for the facility itself.

Currently HSH is manually overriding claims that are being systematically denied when the rendering NPI is billed in box 24J as a courtesy. We understand making changes to your billing process may take time; however, we encourage your organization to make this change as expeditiously as possible to ensure claims can be processed as you expect without delay in payment.

Effective February 15, 2023 claims that are not aligned with the billing guidelines below will deny. Additional information on claims submission can be found in the Home State Health Provider manual at the link provided below.

Home State Health appreciates your continued support. If you have any questions please reach out to our Claims Integrity team at MO_Claims_Integrity@homestatehealth.com.

Private PRTF billing tips:

- Claim form: CMS-1500 claim form
- Requires prior authorization
- Place of service: 56 (psychiatric residential treatment facility)
- Procedure code: H2013 (psychiatric health facility service, per diem)
- Max units: one (1) per day
- Date span: please include start and end dates that match units billed
- **Rendering Provider NPI (24j): None required; however, if included, use only the PRTF facility NPI**
- Billing Provider NPI (box 33A): PRTF facility NPI

HomeStateHealth.com

Home State: 1-855-694-4663 / TTY: 711

HomeStateHealth.com

Show Me Healthy Kids: 1-877-236-1020 / TTY: 711

Ambetter.HomeStateHealth.com

Ambetter: 1-855-650-3789 TTY: 1-877-250-6113

Wellcare.com

Wellcare: MAPD 1-833-444-9088 / D-SNP: 1-833-444-9089 / TTY: 711

Wellcare.com/AllwellMO

Wellcare By Allwell: MAPD 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711

The image shows a medical billing form with various sections. A large green arrow points to a section of the form with the text "LEAVE BLANK". Another green arrow points to a field labeled "PRTF NPI".

Additional References:

[PRTF Bulletin Billing \(mo.gov\)](http://www.mo.gov)

[PRTF Certification Bulletin \(mo.gov\)](http://www.mo.gov)

[HSH-SMHK - Provider Reference Manual \(homestatehealth.com\)](http://www.homestatehealth.com)