

471-000-61 Nebraska Medicaid Billing Instructions for Physical Therapy, Speech Pathology and Audiology, and Occupational Therapy Services

The instructions in this appendix apply when billing Nebraska Medicaid, also known as the Nebraska Medical Assistance Program (NMAP), for Medicaid-covered services provided to clients who are eligible for fee-for-service Medicaid or enrolled in the Nebraska Health Connection Medicaid managed care plan Primary Care +.

Claims for services provided to clients enrolled in a Nebraska Medicaid managed care health maintenance organization plan (e.g., Share Advantage) must be submitted to the managed care plan according to the instructions provided by the plan.

Medicaid policy for physical therapy services are covered in 471 NAC 17-000, for Speech Pathology and Audiology, in 471 NAC 23-000, and for Occupational Therapy in 471 NAC 14-000.

Third Party Resources: Claims for services provided to clients with third party resources (e.g., Medicare, private health/casualty insurance) must be billed to the third party payer according to the payer's instructions. After the payment determination by the third party payer is made, the provider may submit the claim to Nebraska Medicaid. A copy of the explanation of benefits, remittance advice, denial, or other documentation from the third party resource must be submitted with the claim. For instructions on billing Medicare crossover claims, see 471-000-70.

Verifying Eligibility: Medicaid eligibility, managed care participation, and third party resources may be verified from –

1. The client's monthly Nebraska Medicaid Card or Nebraska Health Connection ID Document. For explanation and examples, see 471-000-123;
2. The Nebraska Medicaid Eligibility System (NMES) voice response system. For instructions, see 471-000-124; or
3. The standard electronic Health Care Eligibility Benefit Inquiry and Response transaction (ASC X12N 270/271). For electronic transaction submission instructions, see 471-000-50.

CLAIM FORMATS

Electronic Claims: Therapy services are billed to Nebraska Medicaid using the standard electronic Health Care Claim: Professional transaction (ASC X12N 837). For electronic transaction submission instructions, see 471-000-50.

Paper Claims: Therapy services are billed to Nebraska Medicaid on Form CMS-1500, "Health Insurance Claim Form." Instructions for completing Form CMS-1500 are in this appendix. The CMS-1500 claim form may be purchased from the U. S. Government Printing Office, Superintendent of Documents, Washington, D.C. 20402 or from private vendors.

Share of Cost Claims: Certain Medicaid clients are required to pay or obligate a portion of their medical costs due to excess income. These clients receive Form EA-160, "Record of Health Cost – Share of Cost – Medicaid Program" from the local HHS office to record services paid or obligated to providers. For an example and instructions on completing this form, see 471-000-79.

MEDICAID CLAIM STATUS

The status of Nebraska Medicaid claims can be obtained by using the standard electronic Health Care Claim Status Request and Response transaction (ASC X12N 276/277). For electronic transaction submission instructions, see 471-000-50.

Providers may also contact Medicaid Inquiry at 1-877-255-3092 or 471-9128 (in Lincoln) from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Remittance Advice and Refund Report

The Remittance Advice and Refund Requests report contains information on Medicaid processed claims (paid or denied), adjusted claims and requested refunds. A report is sent weekly when there is reportable activity. For detailed information see 471-000-85 in the provider handbook. See Web site for national code information: <http://www.wpc-edi.com/codes/codes.asp>.

CMS-1500 FORM COMPLETION AND SUBMISSION

Mailing Address: When submitting claims on Form CMS-1500, retain a duplicate copy and mail the ORIGINAL form to –

Medicaid Claims Processing
Health and Human Services Finance and Support
P. O. Box 95026
Lincoln, NE 68509-5026

Claim Adjustments and Refunds: See 471-000-99 for instructions on requesting adjustments and refund procedures for claims previously processed by Nebraska Medicaid.

Claim Example: See 471-000-58 for an example of Form CMS-1500.

Claim Form Completion Instructions: The numbers listed below correspond to the numbers of the fields on the form. Completion of fields identified with an asterisk (*) is mandatory for claim acceptance. Information in fields without an asterisk is required for some aspect of claims processing/resolution. Fields that are not listed are not needed for Nebraska Medicaid claims.

- *1a. **INSURED'S I.D. NUMBER:** Enter the Medicaid client's complete eleven-digit identification number (Example: 123456789-01). When billing for services provided to the ineligible mother of an eligible unborn child, enter the Medicaid number of the unborn child (see 471 NAC 1-002.02k.)
- *2. **PATIENT'S NAME:** Enter the full name (last name, first name, middle initial) of the person that received services.
3. **PATIENT'S BIRTHDATE AND SEX:** Enter the month, day, and year of birth of the person that received the services. Check the appropriate box (M or F).
4. **INSURED'S NAME:** Complete only when billing for services provided to the ineligible mother of an eligible unborn child (see 471 NAC 1-002.02k). Enter the Medicaid client's name as it appears on the Nebraska Medicaid Card or Nebraska Health Connection ID Document. This is the name of the person (the unborn child) whose number appears in Field 1a.

9. – 14. Fields 9-11 and 14 address third party resources other than Medicare and Medicaid. If there is no known coverage, leave blank. If the client has insurance coverage other than Medicaid or Medicare, complete fields 9-11 and 14. A copy of the remittance advice, explanation of benefits, denial, or other documentation is required and must be attached to the claim. Nebraska Medicaid must review all claims for possible third party reimbursement. All third party resources must be exhausted before Medicaid payment may be issued.
17. NAME OF PROVIDER OR OTHER SOURCE: Enter the name of the referring/prescribing physician/practitioner.
- *17a. OTHER ID #: Enter the license number of the referring/prescribing physician listed in Field 17. Note: License number listings are available from the Medicaid Claims Processing Unit, Nebraska Medicaid. Note: Audiology services for clients age 20 and younger do not require a prescribing physician unless the child is enrolled in the Medicaid Managed Care Plan Primary Care +. If enrolled in Primary Care +, the client's primary care physician (PCP) must refer the child for audiology services.
- 17b. NPI #: Optional. Enter the NPI number of the referring provider, ordering provider or other source.
- *21. DIAGNOSIS OR NATURE OF ILLNESS OF INJURY: The services reported on this claim form must be related to the diagnosis entered in this field. Enter the appropriate International Classification of Disease, 9th Edition, Clinical Modification (ICD-9-CM) diagnosis codes. A "V" code is not considered a valid diagnosis for therapy treatment.
- The COMPLETE diagnosis code is required. (A complete code may include the third, fourth, and fifth digits, as defined in ICD-9-CM.) Up to four diagnoses may be entered. If there is more than one diagnosis, list the primary diagnosis first.
22. MEDICAID RESUBMISSION: Leave blank. For regulations regarding resubmittals or payment adjustment requests, see 471 NAC 3-000 and 471-000-99.
- *24. The six service lines in section 24 have been divided horizontally to accommodate the submission of supplemental information to support the billed service. The top area of the six service lines is shaded and is the location for reporting supplemental information. It is not intended to allow the billing of 12 services lines. Only six line items can be entered in Field 24.I Do not print more than one line of information on each claim line. DO NOT LIST services for which there is no charge.
- *24A. DATE(S) OF SERVICE: In the unshaded area, enter 8-digit numeric date of service rendered. Each procedure code/service billed requires a date. Each service must be listed on a separate line. The "From" date of service must be completed. The "To" date of service may be left blank.
- *24B. PLACE OF SERVICE: In the unshaded area, enter the national two-digit place of service code that describes the location the service was rendered. National place of service codes are defined by the Centers for Medicare and Medicaid Services (CMS) and published on the CMS web site at <http://www.cms.hhs.gov> The most commonly used place of service codes are –

- 01 Pharmacy
- 03 School
- 04 Homeless Shelter
- 05 Indian Health Service Free-Standing Facility
- 06 Indian Health Service Provider-Based Facility
- 07 Tribal 638 Free-Standing Facility
- 08 Tribal 638 Provider-Based Facility
- 09 Prison-Correctional Facility
- 11 Office
- 12 Home
- 13 Assisted Living Facility
- 14 Group Home
- 15 Mobile Unit
- 20 Urgent Care Facility
- 21 Inpatient Hospital
- 22 Outpatient Hospital
- 23 Emergency Room – Hospital
- 24 Ambulatory Surgical Center
- 25 Birthing Center
- 26 Military Treatment Facility
- 31 Skilled Nursing Facility
- 32 Nursing Facility
- 33 Custodial Care Facility
- 34 Hospice
- 41 Ambulance - Land
- 42 Ambulance – Air or Water
- 49 Independent Clinic
- 50 Federally Qualified Health Center
- 51 Inpatient Psychiatric Facility
- 52 Psychiatric Facility-Partial Hospitalization
- 53 Community Mental Health Center
- 54 Intermediate Care Facility/Mentally Retarded
- 55 Residential Substance Abuse Treatment Facility
- 56 Psychiatric Residential Treatment Center
- 57 Non-residential Substance Abuse Treatment Facility
- 60 Mass Immunization Center
- 61 Comprehensive Inpatient Rehabilitation Facility
- 62 Comprehensive Outpatient Rehabilitation Facility
- 65 End-Stage Renal Disease Treatment Facility
- 71 Public Health Clinic
- 72 Rural Health Clinic
- 81 Independent Laboratory
- 99 Other Place of Service

*24D. PROCEDURES, SERVICES, OR SUPPLIES: In the unshaded area, enter the appropriate CPT or HCPCS procedure code and, if required, procedure code modifier. Up to four modifiers may be entered for each procedure code. When using miscellaneous and not otherwise classified (NOC) procedure codes, a complete description of the service is required in the shaded area between 24D through 24H or as an 8 ½ x 11 attachment to the claim.

Telehealth Services: Medicaid policy regarding telehealth services is covered in 471 NAC 1-006. To bill for a telehealth service, use the CPT/HCPCS procedure code for the service (e.g. office visit, consultation) with procedure code modifier GT. To bill for telehealth transmission costs, use procedure code T1014 and enter the number of minutes of transmission in Field 24G.

- 24E. DIAGNOSIS POINTER: In the unshaded area enter the diagnosis code reference number as shown in Field 21.
- *24F. \$ CHARGES: Enter your customary charge for each procedure code. Each procedure code must have a separate charge.
- *24G. DAYS OR UNITS: Enter the number of times the service was provided on the date of service. If the procedure code description includes specific time or quantity increments, each increment should be billed as one unit of service. NMAP defines 30 minutes of speech therapy services as "1" unit of service.
- *25. FEDERAL TAX I.D. NUMBER: Complete only if enrolled with Nebraska Medicaid as a group provider. Enter the Social Security number of the practitioner providing the service.
26. PATIENT'S ACCOUNT NO.: Optional. Any patient account information (numeric or alpha) may be entered in this field to enhance patient identification. This information will appear on the Medicaid Remittance Advice.
- *28. TOTAL CHARGE: Enter the total of all charges in Field 24. If more than one claim form is used to bill for services provided, EACH claim form must be submitted with the line items totaled. DO NOT carry charge forward to another claim form.
- *29. AMOUNT PAID: Enter any payments made, due, or obligated from health insurance, liability insurance, or excess income/share-of-cost. DO NOT enter Medicare payments, previous Medicaid payments, Medicaid copayment amounts, or the difference between the provider's billed charge and the Medicaid allowable (provider "write-off" amount) in this field.
- A copy of the explanation of Medicare/insurance benefits/denial or other documentation must be attached to each claim when submitting multiple claim forms. The claim attachment can not be less than 3" by 5" in size.
- *30. BALANCE DUE: Enter the balance due. (This amount is determined by subtracting the amount paid in Field 29 from the total charge in Field 28.)
- *31. SIGNATURE OF PHYSICIAN OR SUPPLIER: The provider or authorized representative must SIGN and DATE the claim form. A signature stamp, computer-generated or typewritten signature will be accepted. The signature date must be on or after the dates of service listed on the form.

32. SERVICE FACILITY LOCATION INFORMATION: If services were provided to a client residing in a nursing facility, enter the name of the nursing facility.
- 32a. NPI #: Not used.
- 32b. OTHER ID #: Not used.
- *33. BILLING PROVIDER INFO & PHONE #: Enter the provider's name, address, zip code, and phone number.
- 33a. NPI #: Optional. Enter the NPI number of the billing provider.
- 33b. OTHER ID#: Enter the eleven-digit Nebraska Medicaid provider number as assigned by Nebraska Medicaid (example: 123456789-12). All payments are made to the name and address listed on the Medicaid provider agreement for this provider number.