



# Tips and Tricks For Clean Claim Submission

## Submitting “clean” claims is one of the best ways to ensure timely payment. Here’s why:

Providers’ claims are processed and adjudicated by PacificSource. Then the claims are sent to the Oregon Health Authority (OHA) to be encountered. If PacificSource receives pended or rejected encounters from the OHA for a claim, PacificSource may recoup their payment to the provider or facility.

Here are some ways providers can help insure clean claim submission:

### Informational-only codes should be billed with \$0.01, not \$0.00.

Billing with a \$0.00 claim line will stop the claim for review.

24.	A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)			E. DIAGNOSIS POINTER	F. \$ CHARGES		G. DAYS OF UNITS
	From MM DD YY	To MM DD YY	CPT/HCPCS	MODIFIER											
1	01	27	19	01	27	19		T1015				0	01	1	

### Coordination of benefits

**NOTE: Please ask your patients about any other coverage that may be in force, and bill accordingly.**

If a member is enrolled in PacificSource Medicare and PacificSource Community Solutions (Medicaid) plans, it’s not necessary to submit the secondary claim. PacificSource systems will automatically cross over the claim after the primary adjudication has completed. Submitting a secondary claim will cause duplicate claim issues, and slow the process for payment and review. This also applies to situations where the primary plan may be a PacificSource commercial plan.



Please contact your  
**Provider Service  
 Representative or call  
 (855) 896-5208**



## COBA now allows for direct crossover claims from CMS.

PacificSource now receives Fee for Service Medicare claims directly when a member is also insured under PacificSource Medicaid. There is no need to submit the secondary claim in these scenarios, as the claim will be identified as a duplicate.

## Sterilization consent forms

Sterilization consent forms are required for payment on any sterilization procedures billed. The coordinated care organization (CCO) is required to submit the consent forms to the OHA for any sterilization charges received. If the CCO is unable to obtain a valid consent, claims will be denied and/or recouped. This applies to professional and facility claims.

### Tips for a valid consent:

- All fields must be filled out.
- The patient must sign the consent form at least 30 days, but no more than 180 days, prior to the procedure
- Any interpreter's statement must be signed and dated the same day as the member/patient signs the consent form.
- The statement of the person obtaining consent must be signed and dated on the same date as the member.
- The physician's statement must be completely filled out, and the physician's signature must be dated on the date of the procedure.

## Provider enrollment

Oregon Medicaid requires providers be enrolled with the state to refer, assist, prescribe, render, or bill for services. As a contractor of the OHA, PacificSource is responsible for submitting enrollments for our providers and facilities.

Prior to billing, please verify that all providers on the claim have active Medicaid IDs. If there is a provider who doesn't have an active Medicaid ID, please contact PacificSource. We'll assist with the 3108 enrollment process.

### Individual Practitioner

- Completed 3108 form
- W-9 Federal tax form
- Healthcare license
- Copy of associated claim

The image shows two overlapping medical consent forms. The top form is titled 'Hysterectomy Consent' and includes sections for patient information, physician statement, and checkboxes for conditions like 'Cases where a woman is capable of bearing children' and 'Cases of previous infertility or life-threatening emergency'. The bottom form is titled 'Consent to Sterilization' and includes similar sections, with checkboxes for 'Cases of previous infertility or life-threatening emergency' and 'Cases of previous sterilization'. Both forms have fields for patient and physician signatures and dates.

The Hysterectomy Consent and Consent to Sterilization forms are available from the OHA.

<https://www.oregon.gov/oha/HSD/OHP/Pages/Providers.aspx>

The image shows a document titled 'Ordering, Referring, Prescribing and Attending (ORPA) Edits and Requirements'. It contains detailed text regarding provider enrollment and requirements for billing. The document includes sections for 'What does this mean for providers?', 'What does this mean for patients?', and 'What if a provider is enrolled with another state's Medicaid program?'. The PacificSource logo is visible in the bottom right corner.

Ordering, Referring, Prescribing, Attending (ORPA) Provider Requirements are available on our website.

<https://communitysolutions.pacificsource.com/Providers/DocumentsAndForms>



## Facility, Ambulance, DME, Lab, Pharmacy, etc.\*

- Completed 3108 form
- Completed, signed, and dated 3974 form
- W-9 Federal tax form
- Copy of associated claim
- Healthcare license for organization
  - Can be issued by State Health and Human Services Department or equivalent
  - Can be CMS/Medicare certification

## Group of Professionals\*

- Completed, signed, and dated 3974 form
  - W-9 Federal tax form
  - Copy of associated claim
- \*Nonprofit organizations: 501 (c) Federal tax designation form, issued by the IRS*

## Form 3974

- Effective 01/01/2019 – The OHA now requires a completed 3974 in addition to the 3108 to show ownership. This follows CFR and OAR regulations.
- It is possible that there will be multiple 3974 forms for every one 3108 submitted.

## Interpreter Services

Interpreter services are a covered benefit for PacificSource Community Solutions members.

Certified interpreters aren't eligible for Medicaid ID numbers. Their services should be billed on a professional claim form as the rendering provider. This means certified interpreters must be set up in the PacificSource system for timely and accurate payment.

## National Drug Codes (NDC)

- NDC codes are required for reimbursement of any drug-related charge submitted as an outpatient service.
- This requirement applies to paper claims and electronic submissions.
- This includes CPT, HCPC, and revenue codes as applicable.
- Codes requiring pairing will be rejected at the front end and/or denied during claims processing.



The National Drugs Code FAQ can be found on our website.

<https://pacificsource.com/provider/forms-and-materials/>

## Billing multiple lines instead of multiple units may cause delays.

Combine any claim lines that are the same service or drug. Billing duplicate lines will cause the claim to stop for review.

	24. A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES				E. DIAGNOSIS POINTER	F.		G. DAYS OR UNITS
	From MM	From DD	From YY	To MM	To DD	To YY			CPT/HCPCS	MODIFIER	\$ CHARGES					
1	01	27	19	01	27	19			E1028	RR	RT		A	20	00	1
2	01	27	19	01	27	19			E1028	RR	RT		A	20	00	1

  

	24. A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES				E. DIAGNOSIS POINTER	F.		G. DAYS OR UNITS
	From MM	From DD	From YY	To MM	To DD	To YY			CPT/HCPCS	MODIFIER	\$ CHARGES					
1	01	27	19	01	27	19			E1028	RR	RT		A	40	00	2

## There are exceptions to rolling up units.

Providers should check the OHA's Medically Unlikely Edit (MUE) file to determine how many times a service may be performed in a day. If the MUE indicates only one, any units over will need to be billed on separate lines with appropriate modifiers and documentation to support why more than one was performed.

1	01	27	19	01	27	19			H0005							
2	01	27	19	01	27	19			H0005			76				
3	01	27	19	01	27	19			H0005			59				

## Same Day Service Modifiers

When billing for a service that occurred at multiple times throughout the day, the use of modifiers is critical.

Time of Day Modifier	Description
UF	Services provided in the morning
UG	Services provided in the afternoon
UH	Services provided in the evening
UJ	Services provided in the night

The modifiers XE and 27 may also be used to eliminate or reduce duplicates.

## Have Questions?

Please reach out to your Provider Services Representative.