Commonwealth of Kentucky
KY Medicaid

Provider Billing Instructions for Private Duty Nursing Provider Type – 18

Version 2.4

January 2, 2025

Document Change Log

Version	Date	Name	Comments
1.0	04/03/2014	Stayce Towles	Creation with requirements provided by The Commonwealth. Approved April 22, 2014, Charles Douglass.
1.0	07/07/2015	Stayce Towles	Updated detailed instructions for field 21 – diagnosis indicator. Approved by John Hoffmann, OATS, 7/6/15.
1.2	07/14/2015	Stayce Towles	Updated place of service codes per CO 24859.
1.3	06/17/2016	Vicky Hicks	Added Place of Service code 19 per CO26401. Updated Rep List. Approved by Charles Douglass, DMS 6/16/2016.
1.4	02/01/2017	Vicky Hicks	Added "Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides." Approved by Charles Douglass, DMS, 2/1/17. Added information for form locators 17 and 17B regarding Referring and Ordering Providers. Approved by Charles Douglass, DMS, 2/8/2017.
1.5	01/03/2019	Vicky Hicks	Updated Provider Inquiry Form, replaced all instances of HP with DXC Technology, updated Rep List.
1.6	05/17/2019	Vicky Hicks Mary Larson	Updated: 1) Provider Rep Table, 2) all forms, 3) DMS URLs in Introduction, 4) ICD-9/ICD-9-CM to ICD-10.
1.7	07/17/2020	Vicky Hicks Mary Larson	Updated Provider Representative List extensions.
1.8	12/22/2020	Vicky Hicks Mary Larson	Updated the Cash Refund Documentation form. Form approved 03/06/2020 by John Hay, DMS. Updated *DXC Technology* to *Gainwell Technologies* or *Gainwell*, including all forms.
1.9	02/11/2021	Vicky Hicks Mary Larson	Edited the entire document for grammar, updated tables and reports, converted some lists to tables, added an acronym list as an Appendix.

Version	Date	Name	Comments
2.0	10/27/2021	Vicky Hicks Mary Larson	Changed the logo on the title page and swipe card graphic per CO 33032. DMS approved 10/14/2021. Updated the Provider Representative List.
2.1	01/10/2022	Vicky Hicks	Further definition to timely filing added. Approved by Justin Dearinger, DMS, 01/07/2022. Change Humana MCO name and phone number. Approved per John Hoffmann, 01/12/2022.
2.2	10/18/2022	Mary Larson	Updated logo on title page.
2.3	03/07/2023	Vicky Hicks Mary Larson	Updated Medicare to include Medicare Part C and crossover text, where appropriate. Inserted a new Return to Provider letter and Coding Sheet.
2.4	01/02/2025	Vicky Hicks Mary Larson	Updated the Provider Representative List, Contacts and Assigned Counties heading.

TABLE OF CONTENTS

1 General

1.1 Introduction

Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.

These instructions are intended to assist persons filing claims for services provided to Kentucky (KY) Medicaid Members. Guidelines outlined pertain to the correct filing of claims and do not constitute a declaration of coverage or guarantee of payment.

Policy questions should be directed to the Department for Medicaid Services (DMS). Policies and regulations are outlined on the DMS website at:

https://chfs.ky.gov/agencies/dms/Pages/default.aspx

Fee and rate schedules are available on the DMS website at:

https://chfs.ky.gov/agencies/dms/Pages/feesrates.aspx

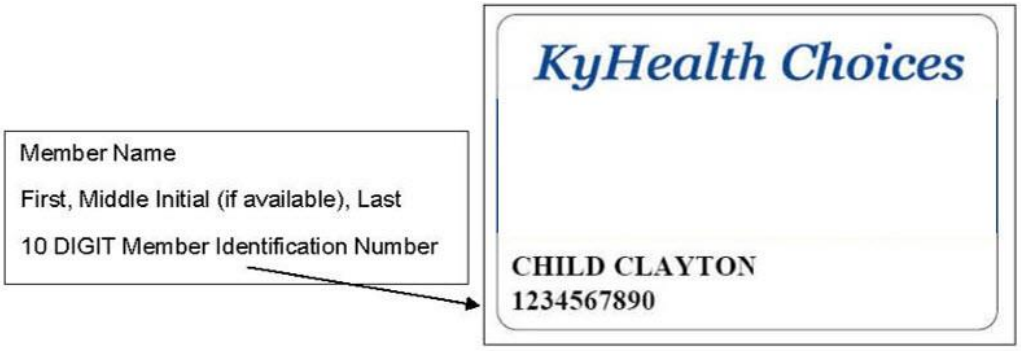
1.2 Member Eligibility

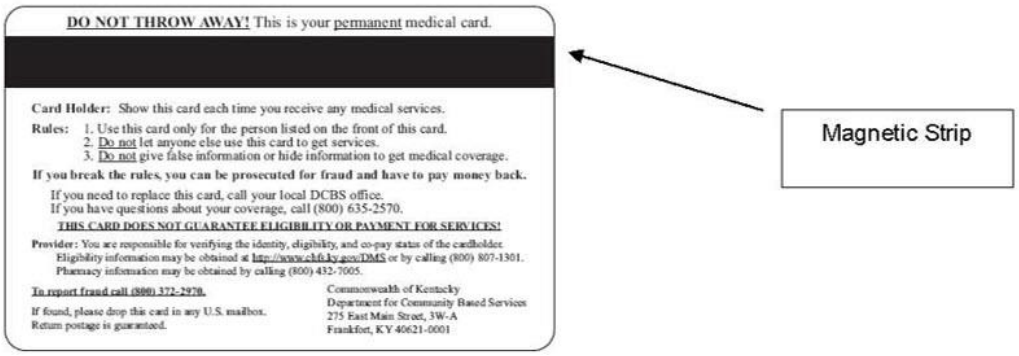
Members should apply for Medicaid eligibility through kynect (kyenroll.ky.gov) by phone at 1-855-4kynect (1-855-459-6328) or in person at their local Department for Community Based Services (DCBS) office. Members with questions or concerns can contact Member Services at 1-800-635-2570, Monday through Friday. This office is closed on holidays.

The primary identification for Medicaid-eligible members is the Kentucky Medicaid card. This is a permanent plastic card issued when the Member becomes eligible for Medicaid coverage. The name of the member and the member's Medicaid identification (ID) number are displayed on the card. The provider is responsible for checking identification and verifying eligibility before providing services.

Note: Payment cannot be made for services provided to ineligible members. Possession of a member identification card does not guarantee payment for all medical services.

1.2.1 Plastic Swipe KY Medicaid Card





Providers who wish to use the card's magnetic strip to access eligibility information may do so by contracting with one of several vendors.

1.2.2 Member Eligibility Categories

1.2.2.1 QMB and SLMB

Qualified Medicare Beneficiaries (QMB) and Specified Low-Income Medicare Beneficiaries (SLMB) are members who qualify for both Medicare and Medicaid. In some cases, Medicaid may be limited. QMB members have Medicare and full Medicaid coverage, as well. QMB-only members have Medicare, and Medicaid serves as a Medicare supplement only. A member with SLMB does not have Medicaid coverage; Kentucky Medicaid pays a "buy-in" premium for SLMB members to have Medicare but offers no claims coverage.

1.2.2.2 Managed Care Partnership

Medical benefits for persons whose care is overseen by a Managed Care Organization (MCO) are similar to those of Kentucky Medicaid, but billing procedures and coverage of some services may differ. Providers with MCO questions should contact the respective MCO provider services:

- Passport Health Plan (now known as Molina) at 1-800-578-0775
- WellCare of Kentucky at 1-877-389-9457
- Humana Healthy Horizons in Kentucky at 1-800-444-9137
- Anthem Blue Cross Blue Shield at 1-800-880-2583
- Aetna Better Health of KY at 1-855-300-5528
- United Health Care at 1-866-633-4449

1.2.2.3 KCHIP

The Kentucky Children's Health Insurance Program (KCHIP) provides coverage to children through age 18 who have no insurance and whose household income meets program guidelines. Children with KCHIP III are eligible for all Medicaid-covered services except Non-Emergency Transportation and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Special Services. Regular KCHIP children are eligible for all Medicaid-covered services.

For more information, access the KCHIP website at http://kidshealth.ky.gov/en/kchip.

1.2.2.4 Presumptive Eligibility

Presumptive Eligibility (PE) is a program that offers certain individuals and pregnant women temporary medical coverage. A treating physician or hospital may issue an Identification Notice to an individual if it is determined that the individual meets the criteria as described below. PE benefits are in effect up to 60 days from the date the Identification Notice is issued, or upon denial or issuance of Medicaid. The 60 days includes current month through end of the next month. This short-term program is intended to allow financially needy individuals to have access to medical services while they are completing the application process for full Medicaid benefits.

Reimbursement for services is different for presumptively eligible individuals depending on the method by which eligibility is granted. The two types of PE are as follows:

- PE for pregnant women
- PE for hospitals

1.2.2.4.1 PE for Pregnant Women

1.2.2.4.1.1 Eligibility

A determination of presumptive eligibility for a pregnant woman shall be made by a qualified provider who is enrolled as a Kentucky Medicaid provider in one of the following categories:

- A family or general practitioner
- A pediatrician
- An internist
- An obstetrician or gynecologist
- A physician assistant
- A certified nurse midwife
- An advanced practice registered nurse
- A federally qualified health care center
- A primary care center
- A rural health clinic
- A local health department

Presumptive eligibility shall be granted to a woman if she:

- Is pregnant
- Is a Kentucky resident
- Does not have income exceeding 195 percent of the federal poverty level established annually by the United States Department of Health and Human Services
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid
- Has not been previously granted presumptive eligibility for the current pregnancy

and

- Is not an inmate of a public institution

1.2.2.4.1.2 Covered Services

Covered services for a presumptively eligible pregnant woman shall be limited to ambulatory prenatal services delivered in an outpatient setting and shall include:

- Services furnished by a primary care provider, including:
  - A family or general practitioner
  - A pediatrician
  - An internist
  - An obstetrician or gynecologist
  - A physician assistant
  - A certified nurse midwife
  - An advanced practice registered nurse

- Laboratory services
- Radiological services
- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers, and federally qualified health center look-alikes
- Primary care services delivered by local health departments

1.2.2.4.2 PE for Hospitals

1.2.2.4.2.1 Eligibility

A determination of presumptive eligibility can be made by an inpatient hospital participating in the Medicaid program using modified adjusted gross income for an individual who:

- Does not have income exceeding:
  - 138 percent of the federal poverty level established annually by the United States Department of Health and Human Services
  - 200 percent of the federal poverty level for children under age one and 147 percent of the federal poverty level for children ages 1 – 5 as established annually by the United States Department of Health and Human Services, if the individual is a targeted low-income child
- Does not currently have a pending Medicaid application on file with the DCBS
- Is not currently enrolled in Medicaid

and

- Is not an inmate of a public institution

1.2.2.4.2.2 Covered Services

Covered services for a presumptively eligible individual who meets the income guidelines above shall include:

- Services furnished by a primary care provider, including:
  - A family or general practitioner
  - A pediatrician
  - An internist
  - An obstetrician or gynecologist
  - A physician assistant
  - A certified nurse midwife
  - An advanced practice registered nurse
- Laboratory services
- Radiological services

- Dental services
- Emergency room services
- Emergency and nonemergency transportation
- Pharmacy services
- Services delivered by rural health clinics
- Services delivered by primary care centers, federally qualified health centers and federally qualified health center look-alikes
- Primary care services delivered by local health departments
- Inpatient or outpatient hospital services provided by a hospital

1.2.2.5 Breast & Cervical Cancer Treatment Program

The Breast & Cervical Cancer Treatment Program (BCCTP) offers Medicaid coverage to women who have a confirmed cancerous or pre-cancerous condition of the breast or cervix. In order to qualify, women must be screened and diagnosed with cancer by the Kentucky Women's Cancer Screening Program, be between the ages of 21 and 65, have no other insurance coverage, and not reside in a public institution. The length of coverage extends through active treatment for the breast or cervical cancer condition. Those members receiving Medicaid through BCCTP are entitled to full Medicaid services. Women who are eligible through BCCTP do not receive a Medicaid card for services. The enrolling provider will provide a printed document that is to be used in place of a card.

1.2.3 Verification of Member Eligibility

This section covers:

- Methods for verifying eligibility
- How to verify eligibility through an automated 800 number function
- How to use other proofs to determine eligibility
- What to do when a method of eligibility is not available

1.2.3.1 Obtaining Eligibility and Benefit Information

Eligibility and benefit information is available to providers via the following:

- Voice Response Eligibility Verification (VREV) available 24 hours/7 days a week at 1-800-807-1301
- KY HealthNet at https://home.kymmis.com
- The Department for Medicaid Services, Member Eligibility Branch at 1-800-635-2570, Monday through Friday, except holidays

1.2.3.1.1 Voice Response Eligibility Verification

Gainwell Technologies maintains a VREV system that provides member eligibility verification, as well as information regarding third party liability (TPL), Managed Care, PRO review, card issuance, co-pay, provider check write, and claim status.

The VREV system-generally processes calls in the following sequence:

1. Greet the caller and prompt for mandatory provider ID.

2. Prompt the caller to select the type of inquiry desired (eligibility, TPL, Managed Care, PRO review, card issuance, co-pay, provider check write, claim status, etc.).
3. Prompt the caller for the dates of service (enter four-digit year, for example, MMDDCCYY).
4. Respond by providing the appropriate information for the requested inquiry.
5. Prompt for another inquiry.
6. Conclude the call.

This system allows providers to take a shortcut to information. Users may key the appropriate responses (such as provider ID or member ID) as soon as each prompt begins. The number of inquiries is limited to five per call. The VREV spells the member name and announces the dates of service. Check amount data is accessed through the VREV voice menu. The Provider's last three check amounts are available.

1.2.3.1.2 KY HealthNet Online Member Verification

KY HealthNet online access can be obtained at https://home.kymmis.com. The KY HealthNet website is designed to provide real-time access to member information. Providers can download a User Manual to assist providers in system navigation. Providers with suggestions, comments, or questions should contact the Gainwell Electronic Claims Department at KY_EDI_Helpdesk@gainwelltechnologies.com or 1-800-205-4696.

All member information is subject to Health Insurance Portability and Accountability Act (HIPAA) privacy and security provisions, and it is the responsibility of the provider and the provider's system administrator to ensure all persons with access understand the appropriate use of this data. It is suggested that providers establish office guidelines defining appropriate and inappropriate uses of this data.

2 Electronic Data Interchange

Electronic Data Interchange (EDI) is structured business-to-business communications using electronic media rather than paper.

2.1 How to Get Started

All Providers are encouraged to utilize EDI rather than paper claims submission. To become a business-to-business EDI Trading Partner or to obtain a list of Trading Partner vendors, contact the Gainwell Electronic Data Interchange Technical Support Help Desk at:

Gainwell Technologies
P.O. Box 2100
Frankfort, KY 40602-2100
1-800-205-4696

Help Desk hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday, except holidays.

2.2 Format and Testing

All EDI Trading Partners must test successfully with Gainwell and have Department for Medicaid Services (DMS) approved agreements to bill electronically before submitting production transactions. Contact the EDI Technical Support Help Desk at the phone number listed above for specific testing instructions and requirements.

2.3 Electronic Claims Submission Help

Providers with questions regarding electronic claims submission (ECS) may contact the EDI Help desk.

3 KY HealthNet

The KY HealthNet website allows providers to submit claims online via a secure, direct data entry function. Providers with internet access may utilize the user-friendly claims wizard to submit claims, in addition to checking eligibility and other helpful functions.

3.1 How to Get Started

All Providers are encouraged to utilize KY HealthNet rather than paper claims submission. To become a KY HealthNet user, contact our EDI helpdesk at 1-800-205-4696 or click the link below.

https://chfs.ky.gov/agencies/dms/Pages/kyhealthnet.aspx

3.2 KY HealthNet Companion Guides

Field-by-field instructions for KY HealthNet claims submission are available at:

http://www.kymmis.com/kymmis/Provider%20Relations/KYHealthNetManuals.aspx

4 General Billing Instructions for Paper Claim Forms

4.1 General Instructions

The Department for Medicaid Services is mandated by the Centers for Medicare and Medicaid Services (CMS) to use the appropriate form for the reimbursement of services. Claims may be submitted on paper or electronically.

4.2 Imaging

All paper claims are imaged, which means a digital photograph of the claim form is used during claims processing. This streamlines claims processing and provides efficient tools for claim resolution, inquiries, and attendant claim-related matters.

By following the guidelines below, providers can ensure claims are processed as they intend:

- USE BLACK INK ONLY
- Do not use glue
- Do not use more than one staple per claim
- Press hard to guarantee strong print density if the claim is not typed or computer generated
- Do not use white-out or shiny correction tape
- Do not send attachments smaller than the accompanying claim form

4.3 Optical Character Recognition

Optical Character Recognition (OCR) eliminates human intervention by sending the information on the claim directly to the processing system, bypassing data entry. OCR is used for computer generated or typed claims only. Information obtained mechanically during the imaging stage does not have to be manually typed, thus reducing claim processing time. Information on the claim must be contained within the fields using font 10 as the recommended font size in order for the text to be properly read by the scanner.

5 Additional Information and Forms

5.1 Claims with Dates of Service More than One Year Old

In accordance with federal regulations, claims must be received by Medicaid no more than 12 months from the date of service, or six months from the Medicare, Medicare Part C (Medicare Advantage), or other insurance payment date, whichever is later. "Received" is defined in 42 CFR 447.45 (d) (5) as "The date the agency received the claim as indicated by its date stamp on the claim."

Kentucky Medicaid includes the date received in the Internal Control Number (ICN). The ICN is a unique number assigned to each incoming claim and the claim's related documents during the data preparation process. Refer to Appendix A for more information about the ICN.

For claims more than 12 months old to be considered for processing, the provider must attach documentation showing timely receipt by DMS or Gainwell and documentation showing subsequent billing efforts, if any.

To process claims beyond the 12 month limit, you must attach to each claim form involved, a copy of a Claims in Process, Paid Claims, or Denied Claims section from the appropriate Remittance Statement no more than 12 months old, which verifies that the original claim was received within 12 months of the service date. Proof of timely filing documentation must show that the claim has been received and processed at least once every twelve month period from the service date.

Additional documentation that may be attached to claims for processing for possible payment is:

- A screen print from KY HealthNet verifying the eligibility issuance date and eligibility dates must be attached behind the claim
- A screen print from KY HealthNet verifying filing within 12 months from the date of service, such as the appropriate section of the Remittance Advice (RA) or from the Claims Inquiry Summary Page (accessed via the Main Menu's Claims Inquiry selection)
- A copy of the Medicare Explanation of Medicare Benefits received 12 months after service date but less than six months after the Medicare or Medicare Part C (Medicare Advantage) adjudication date
- A copy of the commercial insurance carrier's Explanation of Benefits (EOB) received 12 months after service date but less than six months after the commercial insurance carrier's adjudication date

5.2 Retroactive Eligibility (Back-Dated) Card

Aged claims for members whose eligibility for Medicaid is determined retroactively may be considered for payment if filed within one year from the eligibility issuance date. Claim submission must be within 12 months of the issuance date. A copy of the KY HealthNet card issuance screen must be attached behind the paper claim.

5.3 Unacceptable Documentation

Copies of previously submitted claim forms, providers' in-house records of claims submitted, or letters detailing filing dates are not acceptable documentation of timely billing. Attachments must prove the claim was received in a timely manner by Gainwell.

5.4 Third Party Coverage Information

5.4.1 Commercial Insurance Coverage (this does NOT include Medicare or Medicare Part C (Medicare Advantage))

When a claim is received for a member whose eligibility file indicates other health insurance is active and applicable for the dates of services, and no payment from other sources is entered on the Medicaid claim form, the claim is automatically denied unless documentation is attached.

5.4.2 Documentation that May Prevent a Claim from Being Denied for Other Coverage

The following forms of documentation prevent claims from being denied for other health insurance when attached to the claim.

1. Remittance statement from the insurance carrier that includes:
   a. Member name
   b. Date(s) of service
   c. Billed information that matches the billed information on the claim submitted to Medicaid

   and

   d. An indication of denial or that the billed amount was applied to the deductible

   Note: Rejections from insurance carriers stating "additional information necessary to process claim" is not acceptable.

2. Letter from the insurance carrier that includes:
   a. Member name
   b. Date(s) of service(s)
   c. Termination or effective date of coverage (if applicable)
   d. Statement of benefits available (if applicable)

   and

   e. The letter must have a signature of the insurance representative or be on the insurance company's letterhead
3. Letter from a provider that states they have contacted the insurance company via telephone. The letter must include the following information:
   a. Member name
   b. Date(s) of service
   c. Name of insurance carrier
   d. Name of and phone number of insurance representative spoken to or a notation indicating a voice automated response system was reached
   e. Termination or effective date of coverage

   and

   f. Statement of benefits available (if applicable)
4. A copy of a prior remittance statement from an insurance company may be considered an acceptable form of documentation if it is:
   a. For the same member

b. For the same or related service being billed on the claim

and

c. The date of service specified on the remittance advice is no more than six months prior to the claim's date of service

Note: If the remittance statement does not provide a date of service, the denial may only be acceptable by Gainwell if the date of the remittance statement is no more than six months from the claim's date of service.

5. Letter from an employer that includes:
   a. Member name
   b. Date of insurance or employee termination or effective date (if applicable)

   and

   c. Employer letterhead or signature of company representative

5.4.3 When there is No Response within 120 Days from the Insurance Carrier

When the other health insurance has not responded to a provider's billing within 120 days from the date of filing a claim, a provider may complete a TPL Lead Form. Write "no response in 120 days" on either the TPL Lead Form or the claim form, attach it to the claim and submit it to Gainwell. Gainwell overrides the other health insurance edits and forwards a copy of the TPL Lead Form to the TPL Unit. A member of the TPL staff contacts the insurance carrier to see why they have not paid their portion of liability.

5.4.4 For Accident and Work-Related Claims

For claims related to an accident or work-related incident, the provider should pursue information relating to the event. If an employer, individual, or an insurance carrier is a liable party but the liability has not been determined, claims may be submitted to Gainwell with an attached letter containing any relevant information, such as, names of attorneys, other involved parties, and/or the member's employer to:

Gainwell Technologies
ATTN: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

5.4.4.1 TPL Lead Form

Gainwell Technologies

Gainwell Technologies
Attention: TPL Unit
P.O. Box 2107
Frankfort, KY 40602-2107

THIRD PARTY LIABILITY LEAD FORM

Provider Name: _____ Provider #: _____

Member Name: _____ Member #: _____

Address: _____ Date of Birth: _____

From Date of Service: _____ To Date of Service: _____

Date of Admission: _____ Date of Discharge: _____

Insurance Carrier Name: _____

Address: _____

Policy Number: _____ Start Date: _____ End Date: _____

Date Claim was Filed with Insurance Carrier: _____

Please check the one that applies:

- ☐ No Response in Over 120 Days
- ☐ Policy Termination Date: _____
- ☐ Other: Please explain in the space provided below

_____

_____

_____

_____

Contact Name: _____ Contact Telephone #: _____

Signature: _____ Date: _____

DMS Approved December 7, 2020

5.5 Provider Inquiry Form

Provider Inquiry Forms may be used for any unique questions concerning denied claims and billing concerns. The mailing address for the Provider Inquiry Form is:

Gainwell Technologies
Provider Services
P.O. Box 2100
Frankfort, KY 40602-2100

Please keep the following points in mind when using this form:

- Send the completed form to Gainwell; a copy is returned with a response
- When resubmitting a corrected claim, do not attach a Provider Inquiry Form
- A toll free Gainwell number 1-800-807-1232 is available in lieu of using this form
- To check claim status, call the Gainwell Voice Response on 1-800-807-1301 or you may use the KY HealthNet by logging into https://home.kymmis.com

Provider Inquiry Form

Gainwell Technologies
P.O. Box 2100
Frankfort, KY 40602

Please check claim status, verify eligibility, and download Remittance statements using KY HealthNet. Please contact the Gainwell Helpdesk at (800) 205-4696 for access information.

Provider Number	Member Name
Provider Name/Address	Member ID Number
	Claim Service Date/ICN if applicable
	Billed Amount

Provider's Message:

_____

_____

_____ _____

Signature Date

Gainwell Technologies Response:

	This claim was previously processed according to KY Medicaid guidelines. Claim will be sent for denial.
	This claim has been sent to processing.
	AGED CLAIM, claim will be sent for denial. See reverse side for timely filing guidelines.
	Documentation attached is being returned due to no claim form attached to request.

Other: _____

_____

_____ _____

Signature Date

• HIPAA Privacy Notification: This message and accompanying documents are covered by the Communications Privacy Act, 18 U.S.C. 2510-2521, and contains information for the specified individual only. This information is confidential. If you are not the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately and delete the original message.

5.6 Prior Authorization Information

Please consider the following regarding Prior Authorization:

- The prior authorization process does NOT verify anything except medical necessity; it does not verify eligibility or age
- The prior authorization letter does not guarantee payment; it only indicates that the service is approved based on medical necessity
- If the individual does not become eligible for Kentucky Medicaid, loses Kentucky Medicaid eligibility, or ages out of the program eligibility, services will not be reimbursed despite having been deemed medically necessary
- Prior Authorization should be requested prior to the provision of services except in cases of:
    - Retro-active member eligibility
    - Retro-active provider number
- Providers should always completely review the Prior Authorization Letter prior to providing services or billing

Access the KY HealthNet website to obtain blank Prior Authorization forms:

http://www.kymmis.com/kymmis/Provider%20Relations/PriorAuthorizationForms.aspx

Access to an Electronic Prior Authorization (EPA) request:

https://home.kymmis.com

5.7 Adjustments and Void Requests

An adjustment is a change to be made to a “PAID” claim. The mailing address for the Adjustment and Void Request Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when filing an adjustment request:

- Attach a copy of the corrected claim and the paid remittance advice page to the adjustment form
  - For a Medicaid/Medicare or Medicare Part C (Medicare Advantage) crossover, attach an Explanation of Medicare Benefits (EOMB) to the claim
- Do not send refunds on claims for which an adjustment has been filed
- Be specific, explain exactly what is to be changed on the claim
- Claims showing paid zero-dollar amounts are considered paid claims by Medicaid; if the paid amount of zero is incorrect, the claim requires an adjustment
- An adjustment is a change to a paid claim; a claim credit simply voids the claim entirely

Gainwell Technologies

ADJUSTMENT AND VOID REQUEST FORM

MAIL TO: Gainwell Technologies
P.O. BOX 2108
FRANKFORT, KY 40602-2108
1-800-807-1232
ATTN: FINANCIAL SERVICES

NOTE: A VOID IS TO BE USED TO REMOVE YOUR CLAIM FROM A "PAID" STATUS. A 'NEW' CLAIM CAN THEN BE SENT IF NECESSARY. AN ADJUSTMENT IS USED TO CHANGE INFORMATION ON A PAID CLAIM, SUCH AS UNITS, DOLLAR AMOUNTS, ETC. YOU MAY PERFORM ADJUSTMENTS OR VOIDS ELECTRONICALLY USING KYHEALTHNET IN MOST CASES.

<table>
<tr><td colspan="2">CHECK APPROPRIATE BOX:
☐ CLAIM ADJUSTMENT ☐ VOID</td><td colspan="2">1. Original Internal Control Number (ICN)</td></tr>
<tr><td colspan="2">2. Member Name</td><td colspan="2">3. Member Medicaid Number</td></tr>
<tr><td rowspan="2">4. Provider Name and Address</td><td>5. Provider</td><td>6. From Date of Service</td><td>7. To Date of Service</td></tr>
<tr><td>8. Original Billed Amount</td><td>9. Original Paid Amount</td><td>10. Remittance Advice Date</td></tr>
</table>

11. Please specify WHAT is to be adjusted on the claim. You must explain in detail in order for an adjustment specialist to understand what needs to be accomplished by adjusting the claim.

_____

_____

12. Please specify the REASON for the adjustment or void request.

_____

_____

_____

13. Signature _____ 14. Date _____

DMS Approved: December 7, 2020

5.8 Cash Refund Documentation Form

The Cash Refund Documentation Form is used when refunding money to Medicaid. The mailing address for the Cash Refund Form is:

Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
Attn: Financial Services

Please keep the following points in mind when refunding:

- Attach the Cash Refund Documentation Form to a check made payable to the **KY State Treasurer**
- Attach applicable documentation, such as a copy of the remittance advice showing the claim for which a refund is being issued
- If refunding all claims on an RA, the check amount must match the total payment amount on the RA
    - If refunding multiple RAs, a separate check must be issued for each RA

Gainwell Technologies

Mail To: Gainwell Technologies
P.O. Box 2108
Frankfort, KY 40602-2108
ATTN: Financial Services

Make checks payable to:
Kentucky State Treasurer

CASH REFUND DOCUMENTATION

1. Check Number	2. Check Amount	
3. Provider Name/ID/Address	4. Member Name	
	5. Member Number	
6. From Date of Service	7. To Date of Service	8. RA Date
9. Internal Control Number (If several ICNs, attach RAs)		

Research for Refund: (Check appropriate blank)

☐ a. Payment from other source - Check the category and list name (*attach copy of EOB*)
- ☐ Health Insurance
- ☐ Auto Insurance
- ☐ Medicare Paid
- ☐ Other

☐ b. Billed in error

☐ c. Duplicate payment (attach a copy of both RAs)
If RAs are paid to two different providers, specify to which provider ID the check is to be applied.

☐ d. Processing error OR overpayment (explain why)

☐ e. Paid to wrong provider

☐ f. Money has been requested - date of the letter
(attach a copy of letter requesting money)

☐ g. Other

Contact Name _____ Phone _____

DMS Approved: March 6, 2020

5.9 Return to Provider Letter

Claims and attached documentation received by Gainwell are screened for required information (listed below). If the required information is not complete, the claim is returned to the provider with a "Return to Provider Letter" attached explaining why the claim is being returned.

A claim is returned before processing if the following information is missing:

- Provider ID
- Member identification number
- Member first and last names
- EOMB for Medicare or Medicare Part C (Medicare Advantage)/Medicaid crossover claims

Other reasons for return may include:

- Illegible claim date of service or other pertinent data
- Claim lines completed exceed the limit
- Unable to image

gainwell

RETURN TO PROVIDER LETTER

Date: _____-_____-_____

Dear Provider,

The attached claim(s) is being returned for the following reason(s). These items require correction before the claim can be processed.

01) _____ PROVIDER – A valid 8-digit Medicaid provider number or 10-digit NPI must be on the claim form in the appropriate field.
_____ Missing 33 A/B _____ Not a valid provider number _____ Qualifier missing/invalid field 33b _____ Field 33 A/B Invalid

02) _____ Provider Signature

03) _____ Detail lines exceed the limit for the claim type

04) _____ UNABLE TO IMAGE OR KEY - Claim form/Medicare coding sheet must be legible. Highlighted forms are not acceptable. White paper only, No shrunken claims, Blue or Black ink only, Front page only.

____ Print too light or dark ____ Front Page only ____ Highlighted fields ____Not legible ____Claim alignment/shrunken

05) _____ Medicaid does not make payment when Medicare has paid the amount in full.

06) _____ The Member's Medicaid (MAID) number is missing or invalid

_____ Missing _____Invalid

07) _____ Medicare Coding sheet does not match the claim _____One code sheet per claim

_____ Member Number _____ Member Name _____ Coding Sheet Details must match claim details/numbers

08) _____Other Reasons _____Incorrect form (claim/code sheet) _____Missing Medicaid payer name FL 50

_____No abbreviations for Payer Name in FL 50 (Medicare/Medicaid) _____Only one Medicaid/Medicare payer FL 50

_____ Member info missing (field 20) _____Dollar amount invalid on claim and/or Code Sheet

_____

_____

_____

_____ Claim(s) are being returned to you for correction for the reasons noted above.

Helpful Hints When Billing for Services Provided to a Medicaid Member

- The Member's Medicaid number on the CMS must be entered in Field 1A
- The Member's Medicaid number on the UB04 must be entered in Block 60
- Member Medicare numbers **are not** valid Medicaid numbers
- Please refer to your billing manual if you have any concerns about billing the Medicaid program correctly.

Please make the necessary corrections and resubmit for processing. If you have any questions, please feel free to contact our Provider Relations Group, Monday through Friday, 8:00 am until 6:00 pm eastern standard/daylight savings time, at 800-807-1232. **Electronic billing is strongly encouraged. You now have the capability to submit attachments electronically. If you are interested in billing Medicaid electronically, please contact Gainwell Technologies at 1-800-205-4696 7:30 AM to 6:00 PM Monday through Friday except holidays or view our training video on www.kymmis.com under Provider Relations, Training Videos.**

Clerk _____

Provider Name _____

Provider Number _____

Reason Code _____

5.10 Provider Representative List

5.10.1 Contacts and Assigned Counties

Martha Edwards **Martha.Senn@gainwelltechnologies.com**			**Whitney Cole** **Whitneyc@gainwelltechnologies.com**		
Assigned Counties			**Assigned Counties**		
ADAIR	GREEN	MCCREARY	ANDERSON	GARRARD	MENIFEE
ALLEN	HART	MCLEAN	BATH	GRANT	MERCER
BALLARD	HARLAN	METCALFE	BOONE	GRAYSON	MONTGOMERY
BARREN	HENDERSON	MONROE	BOURBON	GREENUP	MORGAN
BELL	HICKMAN	MUHLENBERG	BOYD	HANCOCK	NELSON
BOYLE	HOPKINS	OWSLEY	BRACKEN	HARDIN	NICHOLAS
BREATHITT	JACKSON	PERRY	BRECKINRIDGE	HARRISON	OHIO
CALDWELL	KNOX	PIKE	BULLITT	HENRY	OLDHAM
CALLOWAY	KNOTT	PULASKI	BUTLER	JEFFERSON	OWEN
CARLISLE	LARUE	ROCKCASTLE	CAMPBELL	JESSAMINE	PENDLETON
CASEY	LAUREL	RUSSELL	CARROLL	JOHNSON	POWELL
CHRISTIAN	LESLIE	SIMPSON	CARTER	KENTON	ROBERTSON
CLAY	LETCHER	TAYLOR	CLARK	LAWRENCE	ROWAN
CLINTON	LINCOLN	TODD	DAVIESS	LEE	SCOTT
CRITTENDEN	LIVINGSTON	TRIGG	ELLIOTT	LEWIS	SHELBY
CUMBERLAND	LOGAN	UNION	ESTILL	MADISON	SPENCER
EDMONSON	LYON	WARREN	FAYETTE	MAGOFFIN	TRIMBLE
FLOYD	MARION	WAYNE	FLEMING	MARTIN	WASHINGTON
FULTON	MARSHALL	WEBSTER	FRANKLIN	MASON	WOLFE
GRAVES	MCCRACKEN	WHITLEY	GALLATIN	MEADE	WOODFORD

Note: Out-of-state providers contact the Representative who has the county closest bordering their state, unless noted above.

Provider Relations contact number: 1-800-807-1232

6 MAP 249 PDN Clinical Review Submission

6.1 Submission of the PDN Clinical Review

Prior authorization is required in order for a member to receive Private Duty Nursing (PDN) services. Providers may fax the authorization request to Carewise Health:

1-800-807-7840 or 1-800-807-8843

6.1.1 MAP 249 PDN Clinical Review

Name:_____ Medicaid ID:_____

MAP- 249 (4/14): PDN Clinical Review

Tool

Section 1: Assessment Needs

Order	Frequency	
Skilled assessment of two or more systems: (Check all that apply) ☐ Respiratory ☐ Neurological ☐ Cardiovascular ☐ Gastrointestinal ☐ Genitourinary ☐ Integumentary	Every 2 hours or more often	☐
	Every 4 hours	☐
	Every 8 hours	☐
	Daily	☐
Skilled assessment of two or more systems: (Check all that apply) ☐ Respiratory ☐ Neurological ☐ Cardiovascular ☐ Gastrointestinal ☐ Genitourinary ☐ Integumentary	Every 2 hours or more often	☐
	Every 4 hours	☐
	Every 8 hours	☐
	Daily	☐
Comments:		

Section 2: Behavior

Order	Frequency	
Behavior that interferes with cares	Mild	☐
	Moderate	☐
	Severe	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 3: Medication Needs

Order	Frequency	
Scheduled Medications: Excludes topical medications.	Simple: 1 or 2	☐
	Moderate: 3 to 5	☐
	Complex: 6 to 9	☐
	Extensive: 10 or more	☐
PRN Medications:	PRN Medication Order	
	Simple: 1 to 2	☐
	Moderate: 3 to 5	☐
	Complex: 6 to 9	☐
	Extensive: 10 or more	☐
Nebulizer Treatments:	PRN Nebulizer treatments	
	Scheduled at least daily, less often than every 8 hours	☐
	Scheduled every 6 to 8 hours	☐
	Scheduled every 4 to 5 hours	☐
	Scheduled every 2 to 3 hours	☐
IV Medications: Choose method of administration. ☐ Peripheral IV ☐ Central Line ☐ PICC line ☐ Hickman ☐ Other ••• includes TPN, excludes heparin or saline flush···	Weekly	☐
	Daily	☐
	Less often than every 8 hours	☐
	Every 8 hours	☐
	Every 6-7 hours	☐
	Every 4-5 hours	☐
	More often than every 4 hours	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 4: Respiratory Needs

Tracheostomy: (check one)
☐ No trach, patent airway ☐ No trach, unstable airway ☐ Trach, established and stable ☐ Trach, new or unstable

Suctioning	Scheduled and/or PRN (Trach or NT)	☐
	Scheduled and/or PRN (oral)	☐
Oxygen	Continuous and/or daily use	☐
	PRN	☐
Pulse Oximetry	Continuous pulse oximetry with PRN oxygen parameters	☐
	PRN or spot check pulse oximetry with PRN oxygen parameters	☐
Ventilator	Ventilator, dependent, 24 hours per day	☐
	Ventilator, intermittent 12 or more hours per day	☐
	Ventilator, intermittent, 8 to 11 hours per day	☐
	Ventilator. intermittent, 4 to 7 hours per day	☐
	Ventilator, intermittent, less than 4 hours per day	☐
BiPap or CPAP	BiPAP or CPAP more than 8 hours per day	☐
	BiPAP or CPAP less than 8 hours per day	☐
	BiPAP or CPAP used only at night	☐
Chest Physiotherapy (CPT): (manual or with use of airway clearance vest)	PRN CPT	☐
	Daily	☐
	Every 8 hours or more	☐
	Every 4 to 7 hours	☐
	More often than every 4 hours	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 5: Feeding Needs

Order	Frequency	
Nutrition: Choose all that apply ☐ Routine oral feeding ☐ Difficult, prolonged oral feeding ☐ Reflux and/or aspiration precautions ☐ G-tube ☐ J-tube ☐ Other	Physician ordered oral feeding attempts (i.e., treatment of oral aversion)	☐
	Tube feeding (routine bolus or continuous	☐
	Tube feeding (combination bolus and continuous)	☐
	Complicated tube feeding (residual checks, aspiration precautions, slow feed, etc.)	☐
Comments:		

Section 6: Seizure Needs

Order	Frequency	
Seizures:	Seizure diagnosis, not activity documented	☐
	Mild:	☐
	Moderate daily: no intervention	☐
	Moderate: minimal intervention 2 to 4 times daily.	☐
	Moderate: minimal intervention 5 or more times daily	☐
	Severe: requires IM/IV/Rectal medications daily	☐
	Severe: requires IM/IV/Rectal medications 2 to 4 times daily	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 7: Elimination Needs

Order	Frequency	
Intermittent Catheter	Every 4 hours	☐
	Every 8 hours	☐
	Every 12 hours	☐
	Daily or PRN	☐
Strict I & O	Every 4 hours	☐
	Every 8 hours	☐
	Daily	☐
Comments:		

Section 8: Dressing Changes

Order	Frequency	
☐ PEG or G-tube dressing change	At least daily	☐
Choose all that apply ☐ Stage 1 - 2 pressure ulcer ☐ IV change (new site)	At least daily	☐
Choose all that apply ☐ Stage 3 - 4 pressure ulcer ☐ Multiple wound sites	At least daily	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 9: Caregiver Availability

Measure	Range	
Does caregiver(s) work outside the home?	Yes	☐
	No	☐
Hours per day worked	4	☐
	6	☐
	8	☐
	10	☐
	12	☐
Does the caregiver(s) attend school outside the home?	Yes	☐
	No	☐
Hours per day at school	Less than 4	☐
	4	☐
	6	☐
Days per week at school/work	Less than 5	☐
	5 or more	☐
Travel time required to work or school	Less than 1 hour	☐
	Greater than 1 hour	☐
Comments:		

Name:_____ Medicaid ID:_____

Section 10: Other Information

PATIENT INFORMATION		
Other Insurance If NO, Skip Next Question	Yes	☐
	No	☐
Amount of PDN Covered by Insurance		
Indicate if Recipient receives any of the following service(s):	N/A	☐
	ABI	☐
	ABI/LTC	☐
	ADHC	☐
	CDO	☐
	CDO – Goods/Services	☐
	CMHC	☐
	EPSDT	☐
	HCB	☐
	MPW	☐
	MIIW	☐
	SCL	☐
	Other	☐
Is Recipient a resident of	Group Home	☐
	Personal Care Home	☐
	Family Care Home	☐
	N/A	☐
25. Ordering Physician's Name (Last, First, MD or DO):		
26. Physician's NPI Number		
*27. Physician's Phone Number		

Name:_____ Medicaid ID:_____

28. Ordering Physician's Address (Number Street, Ste, City, State, Zip)	
Name of person completing form:	Date Completed
Contact Number	

7 Completion of CMS-1500 Paper Claim Form

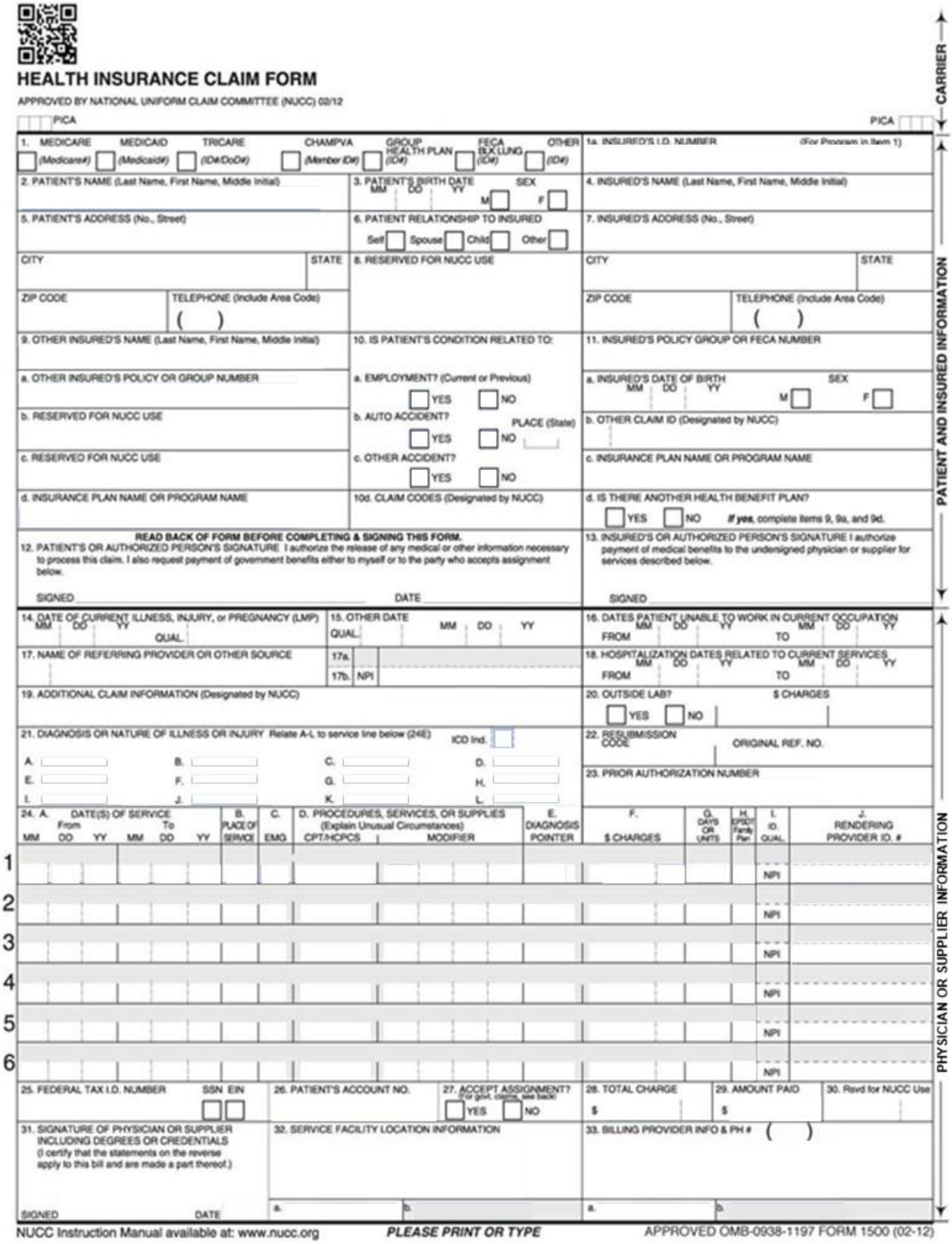
The CMS-1500 claim form is used to bill services for Private Duty Nursing. A copy of a claim form is shown on the following page.

Providers may order CMS-1500 claim forms from the:

U.S. Government Printing Office
Superintendent of Documents
P.O. Box 371954
Pittsburgh, PA 15250-7954
Telephone: 1-202-512-1800

Disclaimer: The Billing Instructions Form Locator information enclosed are for the use of paper claim submission only. For Electronic claim submission information, please utilize the Companion Guides found at www.kymmis.com under Companion Guides and EDI Guides.

7.1 CMS-1500 (02/12) Claim Form with NPI and Taxonomy



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PICA

1. MEDICARE (Medicare#) MEDICAID (Medicaid#) TRICARE (ID#/DoD#) CHAMPVA (Member ID#) GROUP HEALTH PLAN (ID#) FECA BLK LUNG (ID#) OTHER (ID#)

1a. INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)

3. PATIENT'S BIRTH DATE MM DD YY SEX M F

4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No., Street)

6. PATIENT RELATIONSHIP TO INSURED Self Spouse Child Other

7. INSURED'S ADDRESS (No., Street)

CITY STATE

8. RESERVED FOR NUCC USE

CITY STATE

ZIP CODE TELEPHONE (Include Area Code) ( )

ZIP CODE TELEPHONE (Include Area Code) ( )

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S POLICY GROUP OR FECA NUMBER

a. OTHER INSURED'S POLICY OR GROUP NUMBER

a. EMPLOYMENT? (Current or Previous) YES NO

a. INSURED'S DATE OF BIRTH MM DD YY SEX M F

b. RESERVED FOR NUCC USE

b. AUTO ACCIDENT? PLACE (State) YES NO

b. OTHER CLAIM ID (Designated by NUCC)

c. RESERVED FOR NUCC USE

c. OTHER ACCIDENT? YES NO

c. INSURANCE PLAN NAME OR PROGRAM NAME

d. INSURANCE PLAN NAME OR PROGRAM NAME

10d. CLAIM CODES (Designated by NUCC)

d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES NO If yes, complete items 9, 9a, and 9d.

READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.

SIGNED DATE

13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

SIGNED

14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.

15. OTHER DATE QUAL. MM DD YY

16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY FROM MM DD YY TO

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE

17a.

17b. NPI

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES MM DD YY FROM MM DD YY TO

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)

20. OUTSIDE LAB? YES NO $ CHARGES

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind.

A. B. C. D.

E. F. G. H.

I. J. K. L.

22. RESUBMISSION CODE ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE From MM DD YY	To MM DD YY	B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS	MODIFIER	E. DIAGNOSIS POINTER	F. $ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
1										NPI	
2										NPI	
3										NPI	
4										NPI	
5										NPI	
6										NPI	

25. FEDERAL TAX I.D. NUMBER SSN EIN

26. PATIENT'S ACCOUNT NO.

27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES NO

28. TOTAL CHARGE $

29. AMOUNT PAID $

30. Rsvd for NUCC Use

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)

SIGNED DATE

32. SERVICE FACILITY LOCATION INFORMATION

a. b.

33. BILLING PROVIDER INFO & PH # ( )

a. b.

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)

7.2 Completion of CMS-1500 (02/12) Claim Form with NPI and Taxonomy

7.2.1 Detailed Instructions

Claims are returned or rejected if required information is incorrect or omitted. Handwritten claims must be completed in black ink ONLY.

The following fields must be completed:

FIELD NUMBER	FIELD NAME AND DESCRIPTION
1A	**Insured's I.D. Number** Enter the 10-digit member identification number exactly as it appears on the current member identification card.
2	**Patient's Name** Enter the member's last name, first name, and middle initial exactly as it appears on the member identification card.
3	**Date of Birth** Enter the date of birth for the member.
9	**Other Insured's Name** Enter the Insured's Name. This is required only if the member is covered by insurance other than Medicaid, Medicare, or Medicare Part C (Medicare Advantage), and the other insurance has made a payment on the claim.
9A	**Other Insured's Policy Group Number** This is required only if the member is covered by insurance other than Medicaid, Medicare, or Medicare Part C (Medicare Advantage), and the other insurance has made a payment on the claim. If this field is completed, also complete fields 9D and 29. **Note**: If other insurance denies the submitted claim, leave Fields 9, 9A, 9D, and 29 blank and attach the denial statement from the other insurance carrier to the CMS-1500 (02/12) claim.
9D	**Insurance Plan or Program Name** Enter the member's insurance carrier name, but only if there is an entry in 9.
10	**Patient's Condition** This is required if the member's condition is related to employment, auto accident, or other accident. Check the appropriate block if the member's condition relates to any of the above.
17	**Name of Referring Provider or Other Source** Enter the qualifier and the name of the Referring Provider or Ordering Provider, if applicable. **Qualifiers:** DN – denotes Referring Provider

FIELD NUMBER	FIELD NAME AND DESCRIPTION
	DK – denotes Ordering Provider
17B	**Name of Referring Provider or Other Source** Enter the Referring or Ordering Provider National Provider Identifier (NPI), if applicable.
21	**Diagnosis or Nature of Illness or Injury** Enter an ICD indicator in the upper right corner to indicate the type of diagnosis being used. 9 = ICD-9 0 = ICD-10 Twelve diagnosis codes may be entered.
23	**Prior Authorization Number** Enter the appropriate Prior Authorization number, if applicable.
24A	**Date of Service (Non-Shaded Area)** Enter the date in month, day, year format (MMDDYY). **Note**: Do not span date this field. Each line item must reflect a single date of service.
24B	**Place of Service (Non-Shaded Area)** Enter the appropriate two-digit place of service code which identifies the location where services were rendered. **Note:** Reference the Place of Service appendix for valid codes.
24D	**Procedures, Services, or Supplies CPT/HCPCS (Non-Shaded Area)** Enter the appropriate HIPAA compliant Healthcare Common Procedure Coding System (HCPCS) or CPT-4 (Coverage Plan Type) procedure code identifying the service or supply provided to the member. T1000 – Private Duty Nursing
24E	**Diagnosis Code Indicator (Non-Shaded Area)** Enter the diagnosis *pointers* A – L to refer to a diagnosis code in field 21. Do not enter the actual ICD-10 diagnosis code.
24F	**Charges (Non-Shaded Area)** Enter the usual and customary charge for the service being provided to the member.
24G	**Days or Units (Non-Shaded Area)** Enter the number of units of service provided for the member on this date of service.

FIELD NUMBER	FIELD NAME AND DESCRIPTION
24I	**ID Qualifier (Shaded Area)** Enter a ZZ to indicate Taxonomy. **Note:** Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.
24J	**Rendering Provider ID # (Shaded Area)** Enter the Taxonomy number. **Note:** Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.
	(Non-Shaded Area) Enter the appropriate NPI number.
26	**Patient Account No.** Enter the patient account number. Gainwell types the first 14 or fewer digits. This number appears on the remittance statement as the invoice number.
28	**Total Charges** Enter the total of all individual charges entered in Field 24F. Total each claim separately.
29	**Amount Paid** Enter the amount paid, if any, by a private insurance carrier. Do not enter the Medicare or Medicare Part C (Medicare Advantage) paid amount. Also, complete fields 9, 9A, and 9D. **Note:** If other insurance denies the claim, leave these fields blank and attach the denial statement from the carrier to the submitted claim.
31	**Date** Enter the date in numeric format (MMDDYY). This date must be on or after the date(s) of service on the claim.
33	**Physician/Supplier's Billing Name, Address, Zip Code, and Phone Number** Enter the provider's name, address, zip code, and phone number.
33A	**NPI** Enter the appropriate Pay To NPI number.

FIELD NUMBER	FIELD NAME AND DESCRIPTION
33B	**(Shaded Area)** Enter ZZ and the Pay To Taxonomy number. **Note:** Those KY Medicaid providers who have a one-to-one match between the NPI number and the KY Medicaid provider number do not require the use of the Taxonomy when billing. If the NPI number corresponds to more than one KY Medicaid provider number, Taxonomy will be a requirement on the claim.

7.3 Helpful Hints for Successful CMS-1500 (02/12) Filing

The following hints are helpful when filing:

- Any required documentation for claims processing must be attached to each claim; each claim is processed separately
- Be sure to include the “AS OF” date and “EOB” code when copying a remittance advice as proof of timely filing or for inquiries concerning claim status
- Please follow up on a claim that appears to be outstanding after four weeks from your submission date
- Field 24B (Place of Service) requires a two-digit code
- Field 24E (Diagnosis Code Indicator) is a one-digit only field
- When billing the same procedure code for the same date of service, you must bill on one line indicating the appropriate units of service
- If you are submitting a copy of a previously submitted claim on which some line items have paid and some denied, mark through or delete any line(s) on the claim already paid
    - If you mark through any lines, be sure to recompute your total charge in Field 28 to reflect the new total charge billed

7.4 Mailing Information

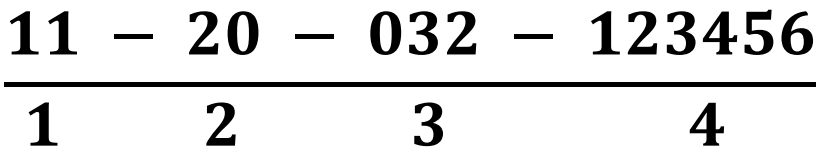
Send the CMS-1500 claim form to Gainwell for processing as soon as possible after the service is rendered. Retain a copy in the office file.

Mail completed claims to:

Gainwell Technologies
P.O. Box 2101
Frankfort, KY 40602-2101

8 Appendix A – Internal Control Number

An Internal Control Number (ICN) is assigned by Gainwell to each claim. During the imaging process, a unique control number is assigned to each individual claim for identification, efficient retrieval, and tracking. The ICN consists of 13 digits and contains the following information:



1. Region
   a. The *Region* in each ICN is the first set of numbers, which describes how the claim is received. The following table provides a description of each region:

Region	Description
10	PAPER CLAIMS WITH NO ATTACHMENTS
11	PAPER CLAIMS WITH ATTACHMENTS
20	ELECTRONIC CLAIMS WITH NO ATTACHMENTS
21	ELECTRONIC CLAIMS WITH ATTACHMENTS
22	INTERNET CLAIMS WITH NO ATTACHMENTS
23	INTERNET CLAIMS WITH ATTACHMENTS
40	CLAIMS CONVERTED FROM OLD MMIS
45	ADJUSTMENTS CONVERTED FROM OLD MMIS
50	ADJUSTMENTS – NON-CHECK RELATED
51	ADJUSTMENTS – CHECK RELATED
52	MASS ADJUSTMENTS – NON-CHECK RELATED
53	MASS ADJUSTMENTS – CHECK RELATED
54	MASS ADJUSTMENTS – VOID TRANSACTION
55	MASS ADJUSTMENTS – PROVIDER RATES
56	ADJUSTMENTS – VOID NON-CHECK RELATED
57	ADJUSTMENTS – VOID CHECK RELATED

2. Year of Receipt
3. Julian Date of Receipt (the Julian calendar numbers the days of the year 1 – 365; for example, 001 is January 1 and 032 (shown above) is February 1
4. Batch Sequence Used Internally

9 Appendix B – Remittance Advice

This section is a step-by-step guide to reading a Kentucky Medicaid Remittance Advice (RA). The following sections describe major categories related to processing/adjudicating claims. To enhance this document's usability, detailed descriptions of the fields on each page are included, reading the data from left to right, top to bottom.

9.1 Examples of Pages in a Remittance Advice

There are several types of pages in a Remittance Advice, including separate page types for each type of claim; however, if a provider does not have activity in that particular category, those pages are not included.

Following are examples of pages which may appear in a Remittance Advice:

FIELD	DESCRIPTION
Returned Claims	This section lists all claims that have been returned to the provider with a Return to Provider (RTP) letter. The RTP letter explains why the claim is being returned. These claims are returned because they are missing information required for processing.
Paid Claims	This section lists all claims paid in the cycle.
Denied Claims	This section lists all claims that denied in the cycle.
Claims In Process	This section lists all claims that have been suspended as of the current cycle. The provider should maintain this page and compare it with future Remittance Advices until all the claims listed have appeared on the PAID CLAIMS page or the DENIED CLAIMS page. Until that time, the provider need not resubmit the claims listed in this section.
Adjusted Claims	This section lists all claims that have been submitted and processed for adjustment or claim credit transactions.
Mass Adjusted Claims	This section lists all claims that have been mass adjusted at the request of the Department for Medicaid Services (DMS).
Financial Transactions	This section lists financial transactions with activity during the week of the payment cycle. **Note:** It is imperative the provider maintains any A/R page with an outstanding balance.
Summary	This section details all categories contained in the Remittance Advice for the current cycle, month to date, and year to date. Explanation of Benefit (EOB) codes listed throughout the Remittance Advice is defined in this section.
EOB Code Descriptions	Explanation of Benefit Codes (EOB) which appears in the RA are defined in this section.

Note: For the purposes of reconciliation of claims payments and claims resubmission of denied claims, it is highly recommended that all remittance advices be kept for at least one year.

9.2 Title

The header information that follows is contained on every page of the Remittance Advice.

```
REPORT:  CRA-XBPD-R              COMMONWEALTH OF KENTUCKY                DATE:  01/08/2021
  RA#:    99999999          MEDICAID MANAGEMENT INFORMATION SYSTEM       PAGE:         2
                                 PROVIDER REMITTANCE ADVICE
```

FIELD	DESCRIPTION
DATE	The date the Remittance Advice was printed.
RA NUMBER	A system-generated number for the Remittance Advice.
PAGE	The number of the page within each Remittance Advice.
CLAIM TYPE	The type of claims listed on the Remittance Advice.
PROVIDER NAME	The name of the provider that billed. (The type of provider is listed directly below the name of the provider.)
PAYEE ID	The eight-digit Medicaid assigned provider ID of the billing provider.
NPI ID	The NPI number of the billing provider.

The category (type of page) begins each section and is centered (for example, *PAID CLAIMS*). All claims contained in each Remittance Advice are listed in numerical order of the prescription number.

9.3 Banner Page

All Remittance Advices have a “banner page” as the first page. The “banner page” contains provider-specific information regarding upcoming meetings and workshops, “top ten” billing errors, policy updates, billing changes etc. Please pay close attention to this page.

REPORT: CRA-BANN-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
PROVIDER BANNER MESSAGE

DATE: 01/08/2021
PAGE: 1

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID	9999999999
NPI ID	9999999999
CHECK/EFT NUMBER	E99999999
ISSUE DATE	01/08/2021

REPORT: CRA-PRPD-R COMMONWEALTH OF KENTUCKY DATE: 01/08/2021
RA#: 99999999 MEDICAID MANAGEMENT INFORMATION SYSTEM PAGE: 2
PROVIDER REMITTANCE ADVICE
CMS 1500 CLAIMS PAID

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID 9999999999
CHECK/EFT NUMBER E999999999
ISSUE DATE 01/08/2021

**** RENDERING PROVIDER NAME: JD PROVIDER
**** RENDERING PROVIDER 9999999999 **** MEMBER OF CLINIC 99999999 ****

--ICN-- / --PATIENT NUMBER--	SERVICE DATES FROM	SERVICE DATES THRU	BILLED AMOUNT	ALLOWED AMOUNT	TPL AMOUNT	SPENDDOWN AMOUNT	CO-PAY AMOUNT	PAID AMOUNT
MEMBER NAME: JOHN DOE			MEMBER ID.: 9999999999					
9999999999999	123120	123120	5,000.00		0.00		0.00	
999999999-9999999999				969.32		0.00		969.32

LN	PL	SERV PROC CD	MODIFIERS	UNITS	SERVICE DATES FROM	SERVICE DATES THRU	RENDERING PROVIDER	BILLED AMOUNT	ALLOWED AMOUNT	DETAIL EOBS
0001	11	78815	TC	1.00	123120	123120	9999999999	5,000.00	962.32	3001 9918
NDC:										
		Total:		1.00				5,000.00	962.32	

TOTAL CMS 1500 CLAIMS PAID:	1	5,000.00	969.32	0.00	0.00	0.00	969.32

9.4 Paid Claims Page

The table below provides a description of each field on the Paid Claims page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Account Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 12-digit unique system-generated identification number assigned to each claim by Gainwell.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
ALLOWED AMOUNT	The allowed amount for Medicaid.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount collected from the member.
COPAY AMOUNT	The amount collected from the member.
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS PAID ON THIS RA	The total number of paid claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the provider for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).
TOTAL PAID	The total dollar amount paid by Medicaid for all claims listed on the PAID CLAIMS page of the Remittance Advice (only on final page of section).

```
REPORT:  CRA-PRDN-R                          COMMONWEALTH OF KENTUCKY                                DATE:   01/08/2021
 RA#:     99999999                   MEDICAID MANAGEMENT INFORMATION SYSTEM                        PAGE:           3
                                          PROVIDER REMITTANCE ADVICE
                                          CMS 1500 CLAIMS DENIED

JD PROVIDER                                                                          PAYEE ID            9999999999
555 ANY STREET                                                                       NPI ID              9999999999
CITY, KY  55555-0000                                                                 CHECK/EFT NUMBER    E999999999
                                                                                     ISSUE DATE          01/08/2021

**** RENDERING PROVIDER NAME:  JD PROVIDER
**** RENDERING PROVIDER  9999999999        **** MEMBER OF CLINIC  99999999         ****
   --ICN--                  SERVICE DATES                    BILLED            TPL        SPENDDOWN
    --PATIENT NUMBER--      FROM     THRU                    AMOUNT          AMOUNT          AMOUNT
MEMBER NAME: JOHN DOE                                 MEMBER ID.:  9999999999
 9999999999999              030120 030120                 5,000.00       1,008.92            0.00
   999999999-9999999999
                                                                                  HEADER EOBS: 1015 9003
                                          SERVICE DATES       RENDERING             BILLED
LN   PL SERV PROC CD MODIFIERS          UNITS  FROM     THRU    PROVIDER              AMOUNT    DETAIL EOBS
0001  11     78815   TC PS              1.00  030120  030120   9999999999          5,000.00
NDC:
                  Total:                1.00                                      5,000.00
TOTAL  NET EFFECT OF CLAIMS PAID:                1        5,000.00
```

9.5 Denied Claims Page

The table below provides a description of each field on the Denied Claims page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 12-digit unique system-generated identification number assigned to each claim by Gainwell.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
SPENDDOWN AMOUNT	The amount owed from the member.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
CLAIMS DENIED ON THIS RA	The total number of denied claims on the Remittance Advice.
TOTAL BILLED	The total dollar amount billed by the Home Health Services for all claims listed on the DENIED CLAIMS page of the Remittance Advice (only on final page of section).

REPORT: CRA-PRSU-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CMS 1500 CLAIMS IN PROCESS

DATE: 01/01/2021
PAGE: 2

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID 9999999999
CHECK/EFT NUMBER E999999999
ISSUE DATE 01/01/2021

**** RENDERING PROVIDER NAME: JD PROVIDER
**** RENDERING PROVIDER 9999999999 **** MEMBER OF CLINIC 99999999 ****

--ICN-- / --PATIENT NUMBER--	SERVICE DATES FROM	SERVICE DATES THRU	BILLED AMOUNT	TPL AMOUNT
MEMBER NAME: JOHN DOE			MEMBER ID.: 9999999999	
9999999999999	031020	031020	5,000.00	1,008.92
999999999-9999999999				

HEADER EOBS: 9003 1752

LN	PL	SERV PROC CD	MODIFIERS	UNITS	SERVICE DATES FROM	SERVICE DATES THRU	RENDERING PROVIDER	BILLED AMOUNT	DETAIL EOBS
0001	11	78815	TC PS	1.00	030120	030120	9999999999	5,000.00	
NDC:									
		Total:		1.00				5,000.00	

TOTAL NET EFFECT OF CLAIMS IN PROCESS: 1 5,000.00 1,008.92 0.00

9.6 Claims in Process Page

The table below provides a description of each field on the Claims in Process page:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
CLAIM SERVICE DATE FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.

REPORT: CRA-IPPD-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
CLAIMS RETURNED

DATE: 01/08/2021
PAGE: 2

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID
CHECK/EFT NUMBER E99999999
ISSUE DATE 01/08/2021

-ICN--	REASON CODE
9999999999999	01

CLAIMS RETURNED: 01

9.7 Returned Claim

The table below provides a description of each field on the Returned Claim page:

FIELD	DESCRIPTION
ICN	The 13-digit unique system-generated identification number assigned to each claim by Gainwell.
REASON CODE	A code denoting the reason for returning the claim.
CLAIMS RETURNED ON THIS RA	The total number of returned claims on the Remittance Advice.

Note: Claims appearing on the “returned claim” page are returned via regular mail. The actual claim is returned with a “return to provider” sheet attached, indicating the reason for the claim being returned.

```
REPORT:  CRA-PRAD-R                          COMMONWEALTH OF KENTUCKY                                DATE:   01/08/2021
 RA#:     99999999                   MEDICAID MANAGEMENT INFORMATION SYSTEM                       PAGE:          72
                                            PROVIDER REMITTANCE ADVICE
                                            CMS 1500 CLAIM ADJUSTMENTS

JD PROVIDER                                                                          PAYEE ID            9999999999
555 ANY STREET                                                                       NPI ID              9999999999
CITY, KY  55555-0000                                                                 CHECK/EFT NUMBER    E999999999
                                                                                     ISSUE DATE          01/08/2021

**** RENDERING PROVIDER NAME:  JD PROVIDER
**** RENDERING PROVIDER  9999999999       **** MEMBER OF CLINIC  99999999        ****
    -PATIENT NUMBER.-          ICN              SERVICE DATES         BILLED          TPL     SPENDDOWN       CO-PAY        PAID
                                                FROM     THRU         AMOUNT         AMOUNT       AMOUNT       AMOUNT      AMOUNT

*** ADJUSTMENT TO CLAIM 9999999999999     ORIGINALLY PAID ON 20201225
   FOR MEMBER  JOHN DOE                                MEMBERID #  9999999999
   PROVIDED 121720    BILLED AMOUNT:       -232.75      PAID AMOUNT:      -232.75
ADJUSTMENT REASON:  8040     PROVIDER INITIATED INTERNET ADJUSTMENT
*** NEW CLAIM    9999999999999
MEMBER NAME:  JOHN DOE                              MEMBERID: 9999999999
 9999999-99999999          9999999999999          121720 121820         432.25          0.00          0.00         0.00      432.25
ADJUSTMENT REASON:  8040     PROVIDER INITIATED INTERNET ADJUSTMENT
LN    PS    PROC  MODIFIERS          QTY   SERVICE DATES     BILLED AMT      CO-PAY AMT      PAID AMT EOBS

0001  12   H0004                   9.00   121720 121720        299.25           0.00       299.25
NDC:
0002  12   HOOO4                   4.00   121820 121820        133.00           0.00       133.00
NDC:
NET EFFECT OF ADJ:                13.00                                    199.50                                  0.00      199.50
```

Providers have an option of requesting an adjustment, as indicated above; or requesting a cash refund (form and instructions for its completion can be found in the Billing Instructions).

If a cash refund is submitted, an adjustment **CANNOT** be filed.
If an adjustment is submitted, a cash refund **CANNOT** be filed.

9.8 Adjusted Claims Page

The information on this page reads left to right and does not follow the general headings:

FIELD	DESCRIPTION
PATIENT ACCOUNT	The 14-digit alpha/numeric Patient Control Number from Form Locator 3.
MEMBER NAME	The member's last name and first initial.
MEMBER NUMBER	The member's ten-digit identification number as it appears on the member's identification card.
ICN	The 12-digit unique system-generated identification number assigned to each claim by Gainwell.
CLAIM SERVICE DATES FROM – THRU	The date or dates the service was provided in month, day, and year numeric format.
BILLED AMOUNT	The usual and customary charge for services provided for the member.
ALLOWED AMOUNT	The amount allowed for this service.
TPL AMOUNT	Amount paid, if any, by private insurance (excluding Medicaid and Medicare).
COPAY AMOUNT	Copay amount to be collected from member.
SPENDDOWN AMOUNT	The amount to be collected from the member.
PAID AMOUNT	The total dollar amount reimbursed by Medicaid for the claim listed.
EOB	Explanation of Benefits. All EOBs detailed on the Remittance Advice are listed with a description/definition at the end of the Remittance Advice.
PAID AMOUNT	Amount paid.

Note: The ORIGINAL claim information appears first, followed by the NEW (adjusted) claim information.

REPORT: CRA-TRAN-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
FINANCIAL TRANSACTIONS

DATE: 12/25/2020
PAGE: 157

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID 9999999999
CHECK/EFT NUMBER E99999999
ISSUE DATE 12/25/2020

----------NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS----------

TRANSACTION NUMBER	--CCN--	--AMOUNT--	REASON CODE	RENDERING PROVIDER	SVC DATE FROM	SVC DATE THRU	MEMBER NO.	MEMBER NAME

NO NON-CLAIM SPECIFIC PAYOUTS TO PROVIDERS

---------- CLAIM SPECIFIC REFUNDS FROM PROVIDERS ----------

--CCN--	REFUND --AMOUNT--	ICN REFUNDED	REASON CODE	REASON DESCRIPTION

NO NON-CLAIM SPECIFIC REFUNDS FROM PROVIDERS

----------ACCOUNTS RECEIVABLE----------

A/R NUMBER/ICN	SETUP DATE	RECD/RECPD THIS CYCLE	ORIGINAL AMOUNT	A/R INC/DEC	TOTAL RECD/RECP	INT CALC	INT RECD	BALANCE	REASON CODE
9999999999999	122520	44.49	44.49	0.00	44.49	-0.00	0.00	0.00	8400
Member id: 0000000000									

9.9 Financial Transaction Page

The tables below provide a description of each field on the Financial Transaction page.

9.9.1 Non-Claim Specific Payouts to Providers

FIELD	DESCRIPTION
TRANSACTION NUMBER	The tracking number assigned to each financial transaction.
CCN	The cash control number (CCN) assigned to refund checks for tracking purposes.
PAYMENT AMOUNT	The amount paid to the provider when the financial reason code indicates money is owed to the provider.
REASON CODE	The payment reason code.
RENDERING PROVIDER	The rendering provider of the service.
SERVICE DATES	The from and through dates of service.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

9.9.2 Non-Claim Specific Refunds from Providers

FIELD	DESCRIPTION
CCN	The cash control tracking number assigned to refund checks for tracking purposes.
REFUND AMOUNT	The amount refunded by the provider.
REASON CODE	The two-byte reason code specifying the reason for the refund.
MEMBER NUMBER	The KY Medicaid member identification number.
MEMBER NAME	The KY Medicaid member name.

9.9.3 Accounts Receivable

FIELD	DESCRIPTION
A/R NUMBER/ICN	This is the 13-digit Internal Control Number used to identify records for one accounts receivable transaction.
SETUP DATE	The date entered on the accounts receivable transaction in the MM/DD/CCYY format. This date identifies the beginning of the accounts receivable event.
RECOUPED THIS CYCLE	The amount of money recouped on this financial cycle.

FIELD	DESCRIPTION
ORIGINAL AMOUNT	The original accounts receivable transaction amount owed by the provider.
TOTAL RECOUPED	This amount is the total of the provider's checks and recoupment amounts posted to this accounts receivable transaction.
BALANCE	The system-generated balance remaining on the accounts receivable transaction.
REASON CODE	A two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account.

All initial accounts receivable allows 60 days from the "setup date" to make payment on the accounts receivable. After 60 days, if the accounts receivable has not been satisfied nor a payment plan initiated, monies are recouped from the provider on each Remittance Advice until satisfied.

This is your only notification of an accounts receivable setup. Please keep all Accounts Receivable Summary pages until all monies have been satisfied.

REPORT: CRA-SUMM-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
SUMMARY

DATE: 01/08/2021
PAGE: 14

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID 9999999999
CHECK/EFT NUMBER E99999999
ISSUE DATE 01/08/2021

----------CLAIMS DATA----------

	CURRENT NUMBER	CURRENT AMOUNT	MONTH-TD NUMBER	MONTH-TD AMOUNT	YEAR-TD NUMBER	YEAR-TD AMOUNT
CLAIMS PAID	24	12,111.41	25	12,951.59	25	12,951.59
CLAIM ADJUSTMENTS	0	0.00	0	0.00	0	0.00
MASS ADJUSTMENTS	0	0.00	0	0.00	0	0.00
TOTAL CLAIM PAYMENTS	24	12,111.41	25	12,951.59	25	12,951.59
CLAIMS DENIED	1		1		1	
CLAIMS IN PROCESS	9					

----------EARNINGS DATA----------

PAYMENTS:			
CLAIMS PAYMENTS	12,111.41	12,951.59	12,951.59
SYSTEM PAYOUTS (NON-CLAIM SPECIFIC)	0.00	0.00	0.00
ACCOUNTS RECEIVABLE (OFFSETS):			
CLAIM SPECIFIC:			
CURRENT CYCLE	(0.00)	(0.00)	(0.00)
OUTSTANDING FROM PREVIOUS CYCLES	(0.00)	(0.00)	(0.00)
NON-CLAIM SPECIFIC OFFSETS	(0.00)	(0.00)	(0.00)
TOTAL CLAIM PAYMENTS	12,111.41	12,951.59	12,951.59
REFUNDS:			
CLAIM SPECIFIC ADJUSTMENT REFUNDS	(0.00)	(0.00)	(0.00)
NON-CLAIM SPECIFIC REFUNDS	(0.00)	(0.00)	(0.00)
OTHER FINANCIAL:			
MANUAL PAYOUTS (NON-CLAIM SPECIFIC)	0.00	0.00	0.00
VOIDS	(0.00)	(0.00)	(0.00)
NET EARNINGS	12,111.41	12,951.59	12,951.59

REPORT: CRA-EOBM-R
RA#: 99999999

COMMONWEALTH OF KENTUCKY (M1)
MEDICAID MANAGEMENT INFORMATION SYSTEM
PROVIDER REMITTANCE ADVICE
EOB CODE DESCRIPTIONS

DATE: 12/11/2020
PAGE: 14

JD PROVIDER
555 ANY STREET
CITY, KY 55555-0000

PAYEE ID 9999999999
NPI ID
CHECK/EFT NUMBER E999999999
ISSUE DATE 12/11/2020

EOB CODE	EOB CODE DESCRIPTION
0022	COVERED DAYS ARE NOT EQUAL TO ACCOMMODATION UNITS.
0271	CLAIM DENIED. MEMBER AVAILABLE INCOME INFORMATION NOT ON FILE FOR THE MONTH OF SERVICE. PLEASE CONTACT DMS AT 502-564-6885.
0409	INVALID PROVIDER TYPE BILLED ON CLAIM FORM.
0883	CLAIM DENIED. DUPLICATE PROCEDURE HAS BEEN PAID.
9999	PROCESSED PER MEDICAID POLICY.

HIPAA REASON CODE	HIPAA ADJ REASON CODE DESCRIPTION
0016	Claim/service lacks information which is needed for adjudication. Additional information is supplied using remittance advice remarks codes whenever appropriate.
0018	Duplicate claim/service.
0052	The referring/prescribing/rendering provider is not eligible to refer/prescribe/order/perform the service billed.
0092	Claim paid in full.
00A1	Claim denied charges.

9.10 Summary Page

The tables below provide a description of each field on the Summary page:

FIELD	DESCRIPTION
CLAIMS PAID	The number of paid claims processed, current month and year to date.
CLAIM ADJUSTMENTS	The number of adjusted/credited claims processed, adjusted/credited amount billed, and adjusted/credited amount paid or recouped by Medicaid. If money is recouped, the dollar amount is followed by a negative (-) sign. These figures correspond with the summary of the last page of the ADJUSTED CLAIMS section.
PAID MASS ADJ CLAIMS	The number of mass adjusted/credited claims, mass adjusted/credited amount billed, and mass adjusted/credited amount paid or recouped by Medicaid. These figures correspond with the summary line of the last page of the MASS ADJUSTED CLAIMS section. Mass Adjustments are initiated by Medicaid and Gainwell for issues that affect a large number of claims or providers. These adjustments have their own section “MASS ADJUSTED CLAIMS” page but are formatted the same as the ADJUSTED CLAIMS page.
CLAIMS DENIED	These figures correspond with the summary line of the last page of the DENIED CLAIMS section.
CLAIMS IN PROCESS	The number of claims processed that suspended along with the amount billed of the suspended claims. These figures correspond with the summary line of the last page of the CLAIMS IN PROCESS section.

9.10.1 Payments

FIELD	DESCRIPTION
CLAIMS PAYMENT	The number of claims paid.
SYSTEM PAYOUTS	Any money owed to providers.
NET PAYMENT	The total check amount.
REFUNDS	Any money refunded to Medicaid by a provider.
OTHER FINANCIAL	This field appears on the Summary page when appropriate.
NET EARNINGS	The 1099 amount.

EXPLANATION OF BENEFITS

FIELD	DESCRIPTION
EOB	A five-digit number denoting the explanation of benefits detailed on the Remittance Advice.
EOB CODE DESCRIPTION	A description of the EOB code. All EOB codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an EOB code is detailed on the Remittance Advice.

EXPLANATION OF REMARKS

FIELD	DESCRIPTION
REMARK	A five-digit number denoting the remark identified on the Remittance Advice.
REMARK CODE DESCRIPTION	A description of the Remark code. All remark codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times a Remark code is detailed on the Remittance Advice.

EXPLANATION OF ADJUSTMENT CODE

FIELD	DESCRIPTION
ADJUSTMENT CODE	A two-digit number denoting the reason for returning the claim.
ADJUSTMENT CODE DESCRIPTION	A description of the Adjustment code. All adjustment codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an adjustment code is detailed on the Remittance Advice.

EXPLANATION OF RTP CODES

FIELD	DESCRIPTION
RTP CODE	A two-digit number denoting the reason for returning the claim.
RETURN CODE DESCRIPTION	A description of the RTP code. All RTP codes detailed on the Remittance Advice are listed with a description/definition.
COUNT	The total number of times an RTP code is detailed on the Remittance Advice.

10 Appendix C – Remittance Advice Location Codes (LOC CD)

The following is a code indicating the Department for Medicaid Services branch/division or other agency that originated the Accounts Receivable:

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge Off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

11 Appendix D – Remittance Advice Reason Code (ADJ RSN CD or RSN CD)

The following is a two-byte alpha/numeric code specifying the reason an accounts receivable was processed against a provider's account:

Code	Description	Code	Description
01	Prov Refund – Health Insur Paid	59	Non-Claim Related Overage
02	Prov Refund – Member/Rel Paid	60	Provider Initiated Adjustment
03	Prov Refund – Casualty Insu Paid	61	Provider Initiated CLM Credit
04	Prov Refund – Paid Wrong Vender	62	CLM CR – Paid Medicaid VS Xover
05	Prov Refund – Apply to Acct Recv	63	CLM CR – Paid Xover VS Medicaid
06	Prov Refund – Processing Error	64	CLM CR – Paid Inpatient VS Outp
07	Prov Refund – Billing Error	65	CLM CR – Paid Outpatient VS Inp
08	Prov Refund – Fraud	66	CLS Credit – Prov Number Changed
09	Prov Refund – Abuse	67	TPL CLM Not Found on History
10	Prov Refund – Duplicate Payment	68	FIN CLM Not Found on History
11	Prov Refund – Cost Settlement	69	Payout – Withhold Release
12	Prov Refund – Other/Unknown	71	Withhold – Encounter Data Unacceptable
13	Acct Receivable – Fraud	72	Overage .99 or Less
14	Acct Receivable – Abuse	73	No Medicaid/Partnership Enrollment
15	Acct Receivable – TPL	74	Withhold – Provider Data Unacceptable
16	Acct Recv – Cost Settlement	75	Withhold – PCP Data Unacceptable
17	Acct Receivable – Gainwell Request	76	Withhold – Other
18	Recoupment – Warrant Refund	77	A/R Member IPV
19	Act Receivable – SURS Other	78	CAP Adjustment – Other
20	Acct Receivable – Dup Payt	79	Member Not Eligible for DOS
21	Recoupment – Fraud	80	Adhoc Adjustment Request
22	Civil Money Penalty	81	Adj Due to System Corrections
23	Recoupment – Health Insur TPL	82	Converted Adjustment

Code	Description	Code	Description
24	Recoupment – Casualty Insur TPL	83	Mass Adj Warr Refund
25	Recoupment – Member Paid TPL	84	DMS Mass Adj Request
26	Recoupment – Processing Error	85	Mass Adj SURS Request
27	Recoupment – Billing Error	86	Third Party Paid – TPL
28	Recoupment – Cost Settlement	87	Claim Adjustment – TPL
29	Recoupment – Duplicate Payment	88	Beginning Dummy Recoupment Bal
30	Recoupment – Paid Wrong Vendor	89	Ending Dummy Recoupment Bal
31	Recoupment – SURS	90	Retro Rate Mass Adj
32	Payout – Advance to be Recouped	91	Beginning Credit Balance
33	Payout – Error on Refund	92	Ending Credit Balance
34	Payout – RTP	93	Beginning Dummy Credit Balance
35	Payout – Cost Settlement	94	Ending Dummy Credit Balance
36	Payout – Other	95	Beginning Recoupment Balance
37	Payout – Medicare Paid TPL	96	Ending Recoupment Balance
38	Recoupment – Medicare Paid TPL	97	Begin Dummy Rec Bal
39	Recoupment – DEDCO	98	End Dummy Recoup Balance
40	Provider Refund – Other TLP Rsn	99	Drug Unit Dose Adjustment
41	Acct Recv – Patient Assessment	AA	PCG 2 Part A Recoveries
42	Acct Recv – Orthodontic Fee	BB	PCG 2 Part B Recoveries
43	Acct Receivable – KENPAC	CB	PCG 2 AR CDR Hosp
44	Acct Recv – Other DMS Branch	DG	DRG Retro Review
45	Acct Receivable – Other	DR	Deceased Member Recoupment
46	Acct Receivable – CDR-HOSP-Audit	IP	Impact Plus
47	Act Rec – Demand Paymt Updt 1099	IR	Interest Payment
48	Act Rec – Demand Paymt No 1099	CC	Converted Claim Credit Balance
49	PCG	MS	Prog Intre Post Pay Rev Cont C
50	Recoupment – Cold Check	OR	On Demand Recoupment Refund
51	Recoupment – Program Integrity Post Payment Review Contractor A	RP	Recoupment Payout

Code	Description	Code	Description
52	Recoupment – Program Integrity Post Payment Review Contractor B	RR	Recoupment Refund
53	Claim Credit Balance	SC	SURS Contract
54	Recoupment – Other St Branch	SS	State Share Only
55	Recoupment – Other	UA	Gainwell Medicare Part A Recoup
56	Recoupment – TPL Contractor	UB	Gainwell Medicare Part B Recoup
57	Acct Recv – Advance Payment	XO	Reg. Psych. Crossover Refund
58	Recoupment – Advance Payment		

12 Appendix E – Remittance Advice Status Code (ST CD)

The following is a one-character code indicating the status of the accounts receivable transaction:

Code	Description
A	Active
B	Hold Recoup – Payment Plan Under Consideration
C	Hold Recoup – Other
D	Other – Inactive – FFP – Not Reclaimed
E	Other – Inactive – FFP
F	Paid in Full
H	Payout on Hold
I	Involves Interest – Cannot Be Recouped
J	Hold Recoup Refund
K	Inactive – Charge off – FFP Not Reclaimed
P	Payout – Complete
Q	Payout – Set Up in Error
S	Active – Prov End Dated
T	Active Provider A/R Transfer
U	Gainwell On Hold
W	Hold Recoup – Further Review
X	Hold Recoup – Bankruptcy
Y	Hold Recoup – Appeal
Z	Hold Recoup – Resolution Hearing

13 Appendix F – Medicare/Medicaid Part B and Part C Paper Claims

13.1 Submission of Medicare/Medicaid Part B and Part C Paper Claims

On claims which have Medicare allowed procedures as well as non-allowed procedures, Medicaid must be billed on separate claims.

1. For services denied by Medicare, attach a copy of Medicare's denial to the claim.
2. If a service was allowed by Medicare, submit a CMS-1500 (02/12), which should be submitted to KY Medicaid according to Medicaid guidelines. To this claim, the provider must attach the corresponding Crossover Coding Sheet.

In the event that Medicare denies your service, the Medicare EOMB will be required to be attached to the claim.

For claims automatically crossed over from Medicare to KY Medicaid, allow six weeks for processing. If no response is received within six weeks of the Medicare EOMB date, resubmit per item two.

13.1.1 Crossover Coding

As of September 29, 2008, the Medicare EOMB is no longer needed to be attached to a claim if Medicare pays on the service. Instead of the Medicare EOMB, providers will utilize the coding sheet on the next page.

In the event that Medicare denies your service, the Medicare EOMB will be required to be attached to the claim.

The Crossover Coding Sheet may be accessed at www.kymmis.com. You may type the Medicare information into the PDF and print the coding sheet so you do not have to hand-write the required information. The PDF will not save your changes in the coding sheet.

Please follow the guidelines below so the Crossover Coding Sheet may process accurately:

- Black ink only; no colored ink, pencils, or highlighters
- No white out; however, correction tape is allowed
- If a service is paid in full by Medicare or Medicare Part C (Medicare Advantage), those services do not need to be billed to Kentucky Medicaid; the allowed amount and paid amount from Medicare would be the same
- When writing zeros, do not put a line through the zero
- When billing a claim with multiple detail lines, be sure that Medicare has allowed a payment on those services; if Medicare has denied a detail line, that detail must be on a separate claim with the Medicare EOMB attached.
- The documents must be presented in the following order:
    1. Claim form
    2. Coding sheet
    3. Any other attachments that may be needed

13.1.2 Crossover Coding Sheet

CMS1500 CROSSOVER EOMB FORM

Member Name: 1 **Member ID:** 2

EOMB Date: 3

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

Line 4 Deduct/Pat Resp Amt | Coinsurance/Co-pay Amt | Provider Pay Amt

Deduct/Pat Resp Amt		Coinsurance/Co-pay Amt		Provider Pay Amt	
5		6		7	
8		9			

13.1.3 Crossover Coding Sheet Instructions

The following table provides the field name and a description for each field number on the Crossover Coding Sheet:

FIELD NUMBER	FIELD NAME AND DESCRIPTION
1	**Member's Name** Enter the member's last name and first name exactly as it appears on the member identification card.
2	**Member's ID** Enter the member's ID as it appears on the claim form.
3	**EOMB Date** Enter Medicare's EOMB date.
4	**Line Number** Enter the line number; the line numbers must be in sequential order.
5	**Deductible Amount** Enter deductible amount from Medicare, if applicable.
6	**Medicare Coinsurance** Enter the Medicare coinsurance amount, if any.
7	**Provider Pay Amount** Enter the amount paid from Medicare.
8	**Patient Responsibility** Enter the patient responsibility amount from Medicare.
9	**Co-pay Amt** Enter the Medicare copay amount, if any.

14 Appendix G – Place of Service

The Place of Service codes provide information on the location where the service occurred.

Place of Service	Description
03	School (effective date of service 07/01/2015)
04	Homeless Shelter (effective date of service 07/01/2015)
11	Office
12	Home
14	Group Home (effective date of service 07/01/2015)
15	Mobile Unit (effective date of service 07/01/2015)
16	Temporary Lodging (effective date of service 07/01/2015)
19	Off Campus – Outpatient Hospital (dates of service on or after 02/01/2016)
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room
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
51	Inpatient Psychiatric Facility
52	Psychiatric Facility – Partial Hospitalization
54	Intermediate Care Facility/Mentally Retarded
55	Residential Substance Abuse Treatment Facility
56	Psychiatric Residential Treatment Center

Place of Service	Description
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
99	Other (end dated 06/30/2015)

15 Appendix H – Acronyms

The following acronyms are used in this document:

Acronym	Description
A/R, AR	Accounts Receivable
BCCTP	Breast & Cervical Cancer Treatment Program
CAP	Corrective Action Plan
CCN	Cash Control Number
CDR	Claim Detail Requests
CLM	Claim
CMS	Centers for Medicare and Medicaid Services
CPT	Current Procedural Terminology
CR	Credit
DCBS	Department for Community Based Services
DMS	Department for Medicaid Services
DOS	Date of Service
DRG	Diagnosis Related Group
ECS	Electronic Claims Submission
EDI	Electronic Data Interchange
EOB	Explanation of Benefits
EOMB	Explanation of Medicare or Medicare Part C (Medicare Advantage) Benefits
EPA	Electronic Prior Authorization
EPSDT	Early Periodic Screening, Diagnosis, and Treatment
FFP	Federal Financial Participation
FIN	Financial
HCPCS	Healthcare Common Procedure Coding System
HIPAA	Health Insurance Portability and Accountability Act
HOSP	Hospital
ICD	International Classification of Diseases
ICN	Internal Control Number

Acronym	Description
ID	Identification
KCHIP	Kentucky Children's Health Insurance Program
KY	Kentucky
MCO	Managed Care Organization
MMIS	Medicaid Management Information System
NPI	National Provider Identifier
OCR	Optical Character Recognition
PCP	Primary Care Provider
PDN	Private Duty Nursing
PE	Presumptive Eligibility
PRO	Peer Review Organization
QMB	Qualified Medicare Beneficiary
RA	Remittance Advice
RTP	Return to Provider
SLMB	Specified Low-Income Medicare Beneficiaries
SURS	Surveillance and Utilization Review Subsystem
TPL	Third Party Liability
VREV	Voice Response Eligibility Verification