



### **ATTENTION ALL PROVIDERS**

All hardcopy paper claims are scanned using automated medical claims processing Optical Character Recognition (OCR). To ensure appropriate and timely processing of claims, it is necessary to adhere to these guidelines when submitting claims:

- Use claim forms that comply with the CMS standard size
- Ink on printed forms should be Flint OCR Red (J6983)
- Ensure text is aligned within each field. Data outside the field will be picked up incorrectly.
- Any handwritten data on the claim or a MedAdvantage coversheet **MUST** be in BLACK ballpoint ink
- No copied claims
- No highlighted data
- Use high-quality printer cartridges – black ink only.
- Use font types of Courier 12, Arial 11, or Times New Roman font sizes 10-12.
- Do not use italic, bold, or underlined features.
- Do not submit two-sided documents.
- Do not staple, clip, or tape anything to the form.
- Provide all required information accurately and legibly. The 7-digit Louisiana Medicaid provider number is required for processing.

If you have any questions, please contact Gainwell Provider Relations Department at 1-800-473-2783 or 225-924-5040.