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CLAIMS RELATED INFORMATION

Hard copy billing of professional services are billed on the paper CMS-1500 (02/12) claim form or electronically on the 837P Professional transaction. Instructions in this appendix are for completing the CMS-1500; however, the same information is required when billing claims electronically. Items to be completed are listed as **required**, **situational** or **optional**.

Required information must be entered in order for the claim to process. Claims submitted with missing or invalid information in these fields will be returned unprocessed to the provider with a rejection letter listing the reason(s) the claims are being returned, or will be denied through the system. These claims cannot be processed until corrected and resubmitted by the provider.

Situational information may be required, but only in certain circumstances as detailed in the instructions that follow.

Paper claims should be submitted to:

DXC Technology P.O. Box 91020 Baton Rouge, LA 70821

Services may be billed using:

- The rendering provider's individual provider number as the billing provider number for independently practicing providers; or
- The group provider number as the billing provider number and the individual rendering provider number as the attending provider when the individual is working through a 'group/clinic' practice.

NOTE: Electronic claims submission is the preferred method for billing. (See the EDI Specifications located on the Louisiana Medicaid web site at www.lamedicaid.com, directory link "HIPAA Information Center, sub-link "5010v of the Electronic Transactions" – 837P Professional Guide.)

This appendix includes the following:

• Instructions for completing the CMS 1500 claim form and samples of completed CMS-1500 claim forms; and

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• Instructions for adjusting/voiding a claim and samples of adjusted CMS 1500 claim forms.

CMS 1500 (02/12) INSTRUCTIONS FOR PROFESSIONAL SERVICES

Locator#	Description	Instructions	Alerts
1	Medicare / Medicaid / Tricare / Champva / Group Health Plan / Feca Blk Lung	Required Enter an "X" in the box marked Medicaid (Medicaid #).	
1a	Insured's ID Number	Required – Enter the recipient's 13-digit Medicaid I.D. number exactly as it appears when checking recipient eligibility through MEVS, eMEVS, or REVS. NOTE: The recipients' 13-digit Medicaid ID number must be used to bill claims. The CCN number from the plastic ID card is NOT acceptable. The ID number must match the recipient's name in Block 2.	
2	Patient's Name	Required – Enter the recipient's last name, first name, middle initial.	
3	Patient's Birth Date	Situational – Enter the recipient's date of birth using six digits (MM DDYY). If there is only one digit in this field, precede that digit with a zero (for example, 01 02 07).	
	Sex	Enter an "X" in the appropriate box to show the sex of the recipient.	
4	Insured's Name	Situational – Complete correctly if the recipient has other insurance; otherwise, leave blank.	
5	Patient's Address	Optional – Print the recipient's permanent address.	
6	Patient Relationship to Insured	Situational – Complete if appropriate or leave blank.	

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Locator#	Description	Instructions	Alerts
7	Insured's Address	Situational – Complete if appropriate or leave blank.	
8	RESERVED FOR NUCC USE	Leave Blank.	
9	Other Insured's Name	Situational – Complete if appropriate or leave blank.	
9a	Other Insured's Policy or Group Number	Situational – If recipient has no other insurance coverage, leave blank. If there is other commercial insurance coverage, the Louisiana assigned 6-digit TPL carrier code is required in this block. The carrier code is indicated on the Medicaid Eligibility Verification (MEVS) response as the Network Provider Identification Number. Make sure the EOB or EOBs from other insurance(s) are attached to the claim.	ONLY the 6-digit code should be entered for commercial and Medicare HMO's in this field. DO NOT enter dashes, hyphens, or the word TPL in the field. NOTE: DO NOT ENTER A 6-DIGIT CODE FOR TRADITIONAL MEDICARE
9b	RESERVED FOR NUCC USE	Leave Blank.	
9c	RESERVED FOR NUCC USE	Leave Blank.	
9d	Insurance Plan Name or Program Name	Situational – Complete if appropriate or leave blank.	
10	Is Patient's Condition Related To:	Situational – Complete if appropriate or leave blank.	
11	Insured's Policy Group or FECA Number	Situational – Complete if appropriate or leave blank.	
11a	Insured's Date of Birth Sex	Situational – Complete if appropriate or leave blank.	

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Locator#	Description	Instructions	Alerts
11b	OTHER CLAIM ID (Designated by NUCC)	Leave Blank.	
11c	Insurance Plan Name or Program Name	Situational – Complete if appropriate or leave blank.	
11d	Is There Another Health Benefit Plan?	Situational – Complete if appropriate or leave blank.	
12	Patient's or Authorized Person's Signature (Release of Records)	Situational – Complete if appropriate or leave blank.	
13	Insured's or Authorized Person's Signature (Payment)	Situational – Obtain signature if appropriate or leave blank.	
14	Date of Current Illness/ Injury / Pregnancy	Optional.	
15	OTHER DATE	Leave Blank.	
16	Dates Patient Unable to Work in Current Occupation	Optional.	

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Locator#	Description	Instructions	Alerts
Locator# 17	Name of Referring Provider or Other Source	Instructions Situational – Complete if applicable. In the following circumstances, entering the name, NPI and credentials of the appropriate physician or non-physician practitioner and appropriate qualifier is required: If services are performed at the request of an ordering or referring practitioner: Enter the applicable qualifier to the left of the vertical, dotted line to identify the practitioner being reported is either DK = Ordering Provider The provider Enter the name (First Name, Middle Initial, Last Name) followed by the credential of the physician or non-physician practitioner who ordered or referred the service(s) or supply(ies) on the claim. Examples of services requiring Ordering Provider (DK qualifier) Services performed by an independent laboratory Diagnostic testing Services performed by a pediatric day health care clinic Services are for DM E. Examples of services requiring Referring Provider: If the recipient is a lock-in recipient and has been referred to the billing provider for services, enter the lock-in physician's name. If the recipient was referred to the billing provider for chiropractic services.	For LAMedicaid "Other Source" is defined as the ordering provider or referring provider.
		 If ACA services are delivered by a PA or APRN, the name of the supervising ACA certified physician is required in this field. 	

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Locator #	Description	Instructions	Alerts
17a	Other ID#	Situational — Complete if applicable. If 17 is completed, 17A is Required.	Enter the 7-digit Medicaid ID Number here.
17b	NPI#	Situational — Complete if applicable. If 17 is completed, 17B is Required.	The 10-digit NPI Number is required when 17 or 17A is complete
18	Hospitalization Dates Related to Current Services	Optional.	
19	ADDITIONAL CLAIM INFORMATION (Designated by NUCC)	Leave Blank.	
20	Outside Lab? \$Charges	Optional.	
21	ICD Indicator Diagnosis or Nature of Illness or Injury	Required Enter the applicable ICD indicator to identify which version of ICD coding is being reported between the vertical, dotted lines in the upper right-hand portion of the field. 0 ICD-10-CM Required Enter the most current ICD diagnosis code. NOTE: ICD-10 external cause of injury diagnosis codes V, W, X and Y will be accepted as non-primary diagnosis codes.	The most specific diagnosis codes must be used. General codes are not acceptable

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Locator #	Description	Instructions	Alerts
22	Resubmission Code and/or Original Reference Number	Situational – If filing an adjustment or void, enter an "A" for an adjustment or a "V" for a void as appropriate AND one of the appropriate reason codes for the adjustment or void in the "Code" portion of this field. Enter the internal control number from the paid claim line as it appears on the remittance advice in the "Original Ref. No." portion of this field. Appropriate reason codes follow: Adjustments 01 = Third Party Liability Recovery 02 = Provider Correction 03 = Fiscal Agent Error 90 = State Office Use Only – Recovery 99 = Other Voids 10 = Claim Paid for Wrong Recipient 11 = Claim Paid for Wrong Provider 00 = Other	To adjust or void more than one claim line on a claim, a separate form is required for each claim line since each line has a different internal control number.
23	Prior Authorization (PA) Number	Situational – Complete if appropriate or leave blank. If the services being billed must be prior authorized, the PA number is required to be entered.	

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Locator #	Description	Instructions	Alerts
24	Supplemental Information	Situational - Applies to the detail lines for drugs and biologicals only. In addition to the procedure code, the National Drug Code (NDC) is required by the Deficit Reduction Act of 2005 for physician-administered drugs and shall be entered in the shaded section of 24A through 24G. Claims for these drugs shall include the NDC from the label of the product administered. To report additional information related to HCPCS codes billed in 24D, physicians and other providers who administer drugs and biologicals must enter the Qualifier N4 followed by the 11 digit NDC. Do not enter a space between the qualifier and the NDC. Do not enter hyphens or spaces within the NDC. Providers should then leave one space and then enter the appropriate Unit Qualifier (see below) and the actual units administered in NDC UNITS. Leave three spaces and then enter the brand name as the written description of the drug administered in the remaining space. The following qualifiers shall be used when reporting NDC units: • F2=International Unit • ML=Milliliter • GR=Gram • UN=Unit	Physicians and other provider types who administer drugs and biologicals must enter drugrelated information in the SHADED section of 24A-24G of the appropriate detail lines only. This information must be entered in addition to the procedure code(s). Please refer to the NDC Q&A information posted on lamedicaid.com for more details concerning NDC units versus service units and entry of NDC numbers with less than 11 digits.
24A	Date(s) of Service	Required Enter the date of service for each procedure billed. Either six-digit (MM DD YY) or eight digit (MM DD YYYY) format is acceptable.	
24B	Place of Service	Required Enter the appropriate place of service code for the services rendered.	

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Locator #	Description	Instructions	Alerts
24C	EMG	Situational – Complete if appropriate or leave blank.	
24D	Procedures, Services,	Required Enter the procedure code(s) for services rendered in the un-shaded area(s).	
240	or Supplies	If a modifier(s) is required, enter the appropriate modifier in the correct field.	
24E	Diagnosis Pointer	Required – Indicate the most appropriate diagnosis for each procedure by entering the appropriate reference letter ("A", "B", etc.) in this block.	
	-	More than one diagnosis/reference number may be related to a single procedure code.	
24F	\$Charges	Required Enter usual and customary charges for the service rendered.	
24G	Days or Units	Required Enter the number of units billed for the procedure code entered on the same line in 24D	Please refer to the NDC Q&A information posted on lamedicaid.com for more details concerning NDC units versus service units.
24H	EPSDT Family Plan	Situational – Leave blank or enter a "Y" if services were performed as a result of an EPSDT referral.	
241	ID Qualifier	Optional. If possible, leave blank for Louisiana Medicaid billing.	
24 J	Rendering Provider ID#	Situational – If appropriate, entering the Rendering Provider's 7-digit Medicaid Provider Number in the shaded portion of the block is required. Entering the Rendering Provider's NPI in the non-shaded portion of the block is required if the shaded portion is complete.	Both the 7-digit Medicaid provider number and the 10-digit NPI numbers are required when entering a rendering provider. Rendering =Attending

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Locator#	Description	Instructions	Alerts
25	Federal Tax IDNumber	Optional.	
26	Patient's Account No.	Situational – Enter the provider specific identifier assigned to the recipient. This number will appear on the Remittance Advice (RA). It may consist of letters and/or numbers and may be a maximum of 20 characters.	
27	Accept Assignment?	Optional. Claim filing acknowledges acceptance of Medicaid assignment.	
28	Total Charge	Required – Enter the total of all charges listed on the claim.	
29	Amount Paid	Situational – If TPL applies and block 9A is completed, enter the amount paid by primary payor. Enter '0' if the third party did not pay. If TPL does not apply to the claim, leave blank. Do not report Medicare payments in this field.	Do not report Medicare or Medicare Replacement plan payments in this field.
30	Reserved for NUCC use	Leave Blank.	
31	Signature of Physician or Supplier Including Degrees or Credentials Date	Optional – The practitioner or the practitioner's authorized representative's original signature is no longer required. Required Enter the date of the signature.	
32	Service Facility Location Information	Situational – Complete as appropriate or leave blank.	
32a	NPI#	Optional.	
32b	Other ID#	Situational - Complete if appropriate or leave blank.	
33	Billing Provider Info & Phone #	Required Enter the provider name, address including zip code and telephone number.	

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Locator #	Description	Instructions	Alerts
33a	NPI#	Required – Enter the billing provider's 10-digit NPI number.	The 10-digit NPI Number <u>must</u> appear on paper claims.
33b	Other ID#	Required – Enter the billing provider's 7-digit Medicaid ID number. ID Qualifier - Optional. If possible, leave blank for Louisiana Medicaid billing.	The 7-digit Medicaid Provider Number <u>must</u> appear on paper claims.

Sample forms are on the following pages

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SAMPLE PROFESSIONAL CLAIM FORM

THE PROPERTY OF THE PROPERTY O	Mail completed forms to: DXC Technology PO Box 91020 Baton Rouge, LA 70821			
1. MEDICARE MEDICAID TRICARE CHAMP (Medicardi) X (Medicardi) (104/0c03) (Member	- HEALTH PLAN - BLKI LING -	1a. INSURED'S I D. NUMBER 1234567890123	(For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Midde Initial) LOU, JANNIE	S. PATIENT'S BETH DATE SEX	4. INSURED'S NAME (Last Name, First N	ame, Middle Initial)	
5. PATIENT'S ADDRESS (No., Street) 1234 ANYLANE	6 PATIENT RELATIONSHIP TO INSURED. Set X Spouse Child Other	7 INSURED'S ADDRESS (No., Street)		
MYTOWN LA	8. RESERVED FOR NUCC USE	спу	STATE	
ZP CODE TELEPHONE (Indude Area Code)		ZIP CODE TELEP	HCIVE (Indude Area Code)	
70000 (225) 999-7777 9. OTHER INSURED'S NAME (Last Namo, First Namo, Middle Initial)	10. IS PATIENT'S CONDITION RELATED TO	11. INSURED'S POLICY GROUP OR FEC) CA NUMBER	
a OTHER INSURED'S POLICY OR GROUP NUMBER	SAMPLE	a INSURED S DATE OF BIRTH	SEX	
TPL CODE IF APPLICABLE	YES NO	a. INSURED'S DATE OF BIRTH	M F	
a RESERVED FOR NOCC USE	EXAMPLE	b. OTHER CLAIM ID (Designated by NUC	ocj	
c. RESERVED FOR NUCC USE	c, OTHER ACCIDENTY	C. INSURANCE PLAN NAME OF PROGR	AM NAME	
d. INSURANCE PLAN NAME OF PUC IRR VIN ME	ORDERING	PROVIDE	T IP NY?	
READ BACK OF FORM BEFORE COMPLETS 12 PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE Tauthorize to Discoss his dain il ascrepest pryrient of government cens'ils diffici balow.	release of any medical or other information necessary	13. INSURED'S OR AUTHORIZED PERSI payment of medical benefits to the und services described below.	ON'S SIGNATURE Lauthoriza	
SIGNED	DATE	SIGNED		
14 DATE OF CURRENT ILLNESS, INJURY, & PREGNANCY (LMP) 15	16 DATES PATIENT UNABLE TO WORK IN CURRENT COCUPATION FROM TO			
17. NAME OF REFERRING PROVIDER OF OTHER SOURCE 17. DK JOHN DOE, MD	18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES OF TO			
19 ADDITIONAL CLARKINFORMATION (Designated by NUCC)	NFI 1234567890	20. OUTSIDE LAB?	\$ CHARGES	
21. DI AGNOSIS CRINATURE OF ILLNESS CRINJURY Fielate A-L to se	wce line below (24E) ICD Ind. 0	22 REGURNISSION	AL REF. NO	
J029 _E J0190 _C	p l	23. PRIOR AUTHORIZATION NUMBER		
		PA # IF APPLICABLE		
24. A. DATE(S) OF SERVICE B. C. D. PROCE From To R.KIEDF (Exp. MM DD YY MM DD YY SERVICE EMG CPT/HC	EDURES, SERVICES, OR SUPPLIES E. Jain Unusual Croumstances) DIAGNOSIS PCS MODIFIER POINTER		ID. RENDERING	
02 01 19 02 01 19 11 992	F F F F		1236548	
02 01 19 02 01 19 11 992	AB	200.00 1	1236549875 1236548	
02 01 19 02 01 19 11 878	30 QW AB	75.00 1	IPI 1236549875	
N455150023930 ML2.0 DEXAMETHOSONE INJ, 1MG	00 AB	16.00 8	1236548 1236549875	
02 01 19 02 01 19 11 J11	AB	10,00 8	1236549875 1236548	
02 01 19 02 01 19 11 990	51 AB	45 00 1	1236549875	
			NPI	
25. PEDERALTAX I D. NUMBERI SIN EIN 26. PATIENT'S	ACCOUNT NO 27. ACCEPT ASSIGNMENT? (For good claims, see bad) X YES NO	29 TCTAL CHARGE 29, AMOUN	NPI S0. Revol for NUCC Use	
th SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CHEDENTIALS () contry that the statements on the reverse apply to the DI and are muco a part thereof) JANE DOE, MD	ACILITY LOCATION INFORMATION		(800) 233-3333	
2/06/19 DATE	0	a 1326547895 a 1987654		
UCC Instruction Manual available at www.nucc.org	PLEASE PRINT OR TYPE		GB-1197 FORM 1500 (C2-12	

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ADJUSTING/VOIDING CLAIMS

An adjustment or void may be submitted electronically or by using the CMS-1500 (02/12) form.

Only a paid claim can be adjusted or voided. Denied claims must be corrected and resubmitted – not adjusted or voided.

Only one claim line can be adjusted or voided on each adjustment/void form.

For those claims where multiple services are billed and paid by service line, a separate adjustment/void form is required for each claim line if more than one claim line on a multiple line claim form must be adjusted or voided.

The provider should complete the information on the adjustment exactly as it appeared on the original claim, changing only the item(s) that was in error and noting the reason for the change in the space provided on the claim.

If a paid claim is being voided, the provider must enter all the information on the **void** from the original claim exactly as it appeared on the original claim. After a voided claim has appeared on the Remittance Advice, a corrected claim may be resubmitted (if applicable).

Only the paid claim's most recently approved internal control number (ICN) can be adjusted or voided, thus:

- If the claim has been successfully adjusted previously, the most current ICN (the ICN of the adjustment) must be used to further adjust the claim or to void the claim.
- If the claim has been successfully voided previously, the claim must be resubmitted as an original claim. The ICN of the voided claim is no longer active in claims history.

If a paid claim must be adjusted, almost all data can be corrected through an adjustment with the exception of the Provider Identification Number and the Recipient/Patient Identification Number. Claims paid to an incorrect provider number or for the wrong Medicaid recipient cannot be adjusted. They must be voided and corrected claims submitted.

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Adjustments/Voids Appearing on the Remittance Advice

When an Adjustment/Void Form has been processed, it will appear on the Remittance Advice under *Adjustment or Voided Claim*. The adjustment or void will appear first. The original claim line will appear in the section directly beneath the Adjustment/Void section.

The approved adjustment will replace the approved original and will be listed under the "Adjustment" section on the RA. The original payment will be taken back on the same RA and appear in the "Previously Paid" column.

When the void claim is approved, it will be listed under the "Void" column of the RA.

An Adjustment/Void will generate Credit and Debit Entries which appear in the Remittance Summary on the last page of the Remittance Advice.

Sample forms are on the following pages.

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SAMPLE PROFESSIONAL CLAIM FORM ADJUSTMENT

HEALTH INSURANCE CLAIM FORM PEROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12	Mail completed forms to: DXC Technology PO Box 91020 Baton Rouge, LA 70821			
1. NEDICARE MEDICAID TRICARE CHAMP (Madicara#) ★ (Medicaid#) (/D#/DcD#) (Member		1a. INSURED'S LO. NUMBER 1234567890123	(For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Midde Initial) LOU, JANNIE	8. PATIENT 8 BIRTH DATE BEX 06 11 81 M F X	4 INSURED'S NAME (Last Name, First N	ame, Middle Initial)	
i, PATIENT'S ADDRESS (No., Street)	6. PATIENT RELATIONSHIP TO INSURED	7. INSURED'S ADDRÉSS (No., Street)		
1234 ANYLANE	Set X Spouse Child Other 8. RESERVED FOR NUCC USE	спу	STATE	
MYTOWN	8. RESERVED FOR NOCC USE	CITY	STATE	
P CODE TELEPHONE (Indude Area Code)		The state of the s	HONE (Indude Area Code)	
70000 (225) 999-7777 OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)	10. IS PATIENT'S CONDITION RELATED TO	11. INSURED'S POLICY GROUP OR FEC	A NUMBER	
	SAMPLE			
TPL CODE IF APPLICABLE	YES NO	a. INSURED'S DATE OF BIRTH	SEX F	
RESERVED FOR NUCCUSE	BAEVAN ADDE	b. OTHER CLAIM ID (Designated by NUC		
E RESERVED FOR NUCCUSE I. RESERVED FOR NUCCUSE II. OTHER ACCIDENTY		G INSURANCE PLAN NAME OF PROGRAM NAME		
	YES NO		Control of the Control	
INSURANCE PLAN NAME OF PROJECT ME	ORDERING	PROWDE	P NY: Index items 9, 9a, and 9d.	
READ BACK OF FORM BEFORE COMPLETING PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I sulhorize fire	3 & SIGNING THIS FORM.	13, INSURED'S OR AUTHORIZED PERS	ON'S SIGNATURE Lauthorize	
to process this daim. I also request payment of government benefits either tolow.	to myself or to the party who accepts assignment	payment of medical benefits to the und services described below.	ersigned physician or supplier for	
SIGNED	DATE	SIGNED		
MM DO YY	OTHER DATE MM DD YV	16. DATES PATIENT UNABLE TO WORK		
QUAL QUAL 17 NAME OF REFERRING PROVIDER OR OTHER SOURCE 17	1234567	FROM 18. HOSPITALIZATION DATES RELATED	TO CURRENT SERVICES	
OK JOHN DOE, MD		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES MM DD YY TO		
9. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)		20. OUTSIDE LAB? YES NO	\$ CHARGES	
DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Felate A-L to ser	22. RESUBMISSION ORIGINAL REF. NO			
_A <u>J029</u> _B J0190 a.l		A 02 9038012345602		
FL GI	H	23. PRIOR AUTHORIZATION NUMBER PA # IF APPLICABLE		
4. A. DATE(S) OF SERVICE B. C. D. PROC From To R.ACE OF (Exc	EDURES, SERVICES, OR SUPPLIES E. ain Unusual Circumstances) DIAGNOSIS	F. G. H. DAYS EPSOT OF Family \$ CHARGES UNITS PAR	I. J. BENDERING	
MM DD YY MM DD YY SERVICE EMG CPTTHC	OS MODIFIER POINTER	\$ CHARGES UNITS Plan 0	UAL PROVIDER ID. # 1236548	
12 01 19 02 01 19 11 878	0 QW AB	50 00 1	IPI 1236549875	
			IPI	
			(F)	
			PI	
			IPI	
			4PI	
			IPI	
5. FEDERALTAX I D. NUMBER SSN EIN 26. PATIENT'S	ACCOUNT NO 27 ACCEPT ASSIGNMENT? (For good claims, see bad) X YES NO	28 TOTAL CHARGE 29. AMOUN 8 50.00 8	T PAID 88. Revol.for NUCC Us	
	ACILITY LOCATION INFORMATION	3. BILLING FROMDER INFO & FH# ALWAYS OPEN 700 MAIN ST ANY TOWN, LA 70000	(800) 233-3333	
2/28/19	b	a 1326547895 a 1987654		
ICNED DATE " UCC Instruction Manual available at www.nucc.org.	PLEASE PRINT OR TYPE		GB-1197 FORM 1500 (C2-1)	

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SAMPLE CLAIM FORM

