

USER MANUAL

Professional Claims - Fee for Service



**Department of
Medicaid**

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Introduction

This user manual provides the steps and functions for submitting and searching for professional claims in the Provider Network Management (PNM) system. This document focuses on the submission and search process for fee-for-service professional claims.

Submission of managed care claims will still be submitted through the managed care portals.

This document also focuses on the process for submitting the following claims for FQHC and RHC providers:

- Straight Claims Without Cost Sharing (i.e. no other payer information)
- Straight Claims for Wrap Around payment (i.e. Managed Care Entities are other payers)
- Claims for Medicaid members and cost sharing/crossover claims
- Other Coordination Of Benefit (COB) Claims (i.e. Commercial Insurance as the Other Payer)

Please also refer to specific Quick Reference Guide documents [listed in PNM](#) for additional details.

The information contained in this document does not apply to MyCare Ohio.

For a Provider Agent user to submit claims, the role/action “*Claim Submission*” must be assigned to the Agent by the Provider Administrator for the Medicaid ID under which the claims are submitted.

For a Provider Agent user to search for claims, the role/action “*Claim Search*” must be assigned to the Agent by the Provider Administrator for the Medicaid ID under which the claims were submitted.

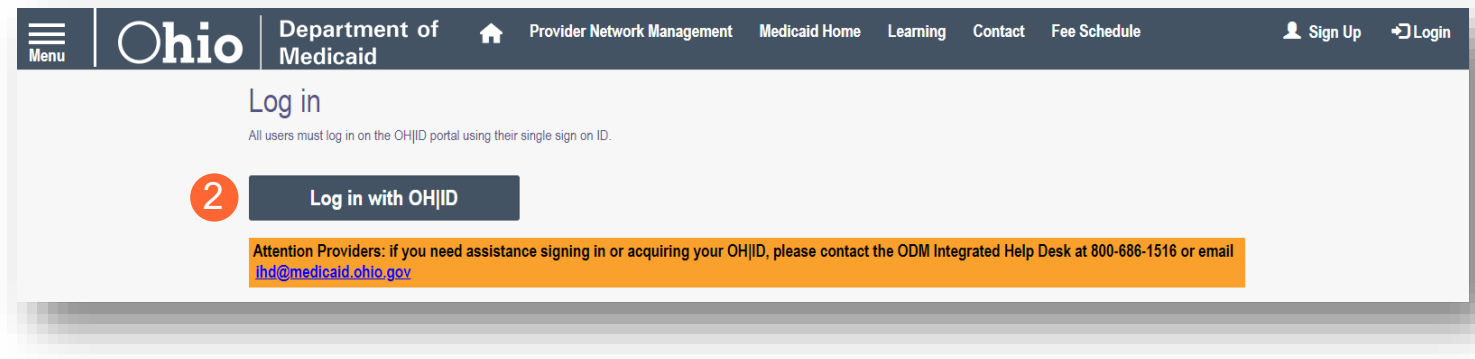
Decimals are not allowed on claim submissions. Be sure when entering codes (ex. diagnosis codes) that they are entered without decimals.

Provider User Initial Login

In this section of the user guide we will review the initial steps of logging into PNM. All users will log into the PNM system by using IOP (Innovate Ohio Platform).

Step 1: Visit the PNM web address: https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx.

Step 2: Click **Log in with OH|ID**.



PROFESSIONAL CLAIMS

Step 3: The system will prompt you to enter your username and password on the IOP login screen. Once entered, click **Log in**.

- If you have not created an IOP account previously, you can click **Create Account** and follow the steps to create a new account.

OHID
Ohio's Digital Identity. One State. One Account.
Register once, use across many State of Ohio websites

Create account

Log In

3 OHID

Password

Log in

[Forgot your OHID or password?](#) | [Get login help](#)

Step 4: You will be redirected to the PNM system. Read the Terms of Use and click “Yes, I have read the agreement” to proceed into PNM.

Terms

Whoever knowingly, or intentionally accesses a computer or computer system without authorization or exceeds the access to which that person is authorized, and by means of such access, obtains, alters, damages, destroys, or discloses information, or prevents authorized use of the information operated by the State of Ohio, shall be subject to such penalties allowed by law. All activities on this system may be recorded and/or monitored. Individuals using this system expressly consent to such monitoring and evidence of possible misconduct or abuse may be provided to appropriate officials. Users who access this system consent to the provisions of confidentiality of the information being accessed, but have no expectation of privacy while using this system.

In the event that an unauthorized user is able to access information to which they are not entitled, the user should immediately contact the site administrator.

4 ☐ Yes, I have read the agreement

Cancel

Provider Home Page

There are two provider roles in PNM:

- **Provider Administrator:** (Also known as CEO Certified for DODD) A role assigned to a user in PNM that allows that user to create new enrollment applications, update provider records, and complete revalidations among other tasks. The Administrator role will also be able to grant accesses/actions to other users in PNM, known as Agents.
 - There is one Administrator role per NPI/Medicaid ID. However, a single user with the Administrator role can administer to multiple providers (NPIs/Medicaid IDs).
- **Provider Agent:** (Also known as Secondary User for DODD) A role assigned to a user in PNM that allows that user to complete specific actions such as updating a provider record, revalidation, claims submission, prior authorization, the viewing of reports, etc. These actions are assigned to each Agent by the Administrator for the Medicaid ID.

A user must select a role the first time they log into PNM.

User Profile

What type of Provider Account do you need to create?

☐ Provider Administrator
☐ Provider Agent
☐ CEO Certified (DODD)
☐ Secondary User (DODD)

Save Cancel

When you first login to the PNM system you will see a variety of buttons to help with administering providers. Some of the buttons, as indicated below, are only accessible to certain user roles.

Ohio Department of Medicaid

Provider Network Management Medicaid Home Learning Contact Fee Schedule Training Log out

My Providers Account Administration **B**

C **D** New Provider?

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
517946	Training Medical Group	Complete	21 - Professional Medical Group	1245585009	9999876	Professional Medical Group				02/09/2022	11/14/2023	02/09/2027

Menu: The menu can be accessed by clicking on the three bars in the top left corner of the screen. The Menu provides a variety of key topics to choose from such as the Provider Directory, Learning Resources, and Contact Us **(A)**.

Account Administration: This button allows a Provider Administrator to set up Agent users, assign them actions/roles, or transfer the Provider to another Provider Administrator user (*button only displays for users holding the Provider Administrator or CEO Certified role*) **(B)**.

Excel and PDF Icons: These buttons allow you to export the list of providers appearing on your dashboard. Click the 'green' icon to export the list in an Excel format or the 'red' icon to export the list in a PDF format **(C)**.

New Provider?: This button is used to start a New Enrollment Application (first time enrolling with ODM, ODA, or DODD) for any new Ohio Medicaid provider that you will be responsible for administering (*button only displays for users holding the Provider Administrator or CEO Certified role*) **(D)**.

Accessing the Provider Self Service Panel

This section displays the necessary steps for accessing the Self Service functionalities for a provider file.

Step 1: From the Provider Homepage/Dashboard, click the hyperlink under Reg ID or Provider to manage the file of the Provider you wish to access.

Menu Ohio Department of Medicaid Provider Network Management Medicaid Home Learning Contact Fee Schedule Training Log out													
My Providers		Account Administration										New Provider ?	
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date	
517946	Training Medical Group	Complete	21 - Professional Medical Group	1245585009	9999876	Professional Medical Group				02/09/2022	11/14/2023	02/09/2027	

Step 2: Under the Manage Application section, click the '+' icon to expand the Self Service Selections.

Manage Application

Enrollment Actions

+

Enrollment Action Selections:

Programs

+

Program Selections:

Self Service

2

+

Self Service Selections:

Step 3: Click the 'Claims' hyperlink.

Self Service

-

Self Service Selections:

[View Provider File](#)
[Provider Correspondence](#)
[Remittance Advice](#)
[Recipient Eligibility](#)

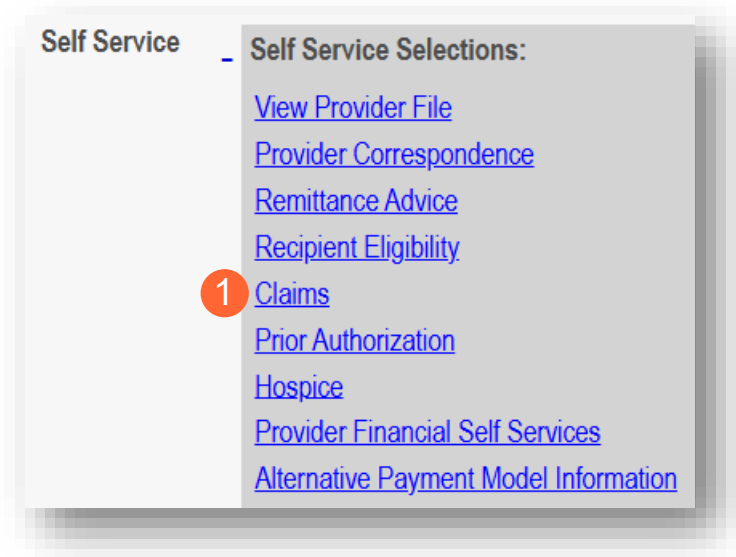
3

[Claims](#)
[Prior Authorization](#)
[Hospice](#)
[Provider Financial Self Services](#)
[Alternative Payment Model Information](#)

Search for a Previously Submitted Claim

This self-service functionality in PNM will allow for the search of fee-for-service claims previously submitted via PNM or EDI transaction.

Step 1: Click the 'Claims' hyperlink.



Step 2: The Claims search panel will appear. Enter any or all the following information:

- Internal Control Number—ICN (*tracking number assigned to the claim*)
- Medicaid Billing Number
- Patient Account Number
- Rendering Provider ID
- Amount Billed
- Payor Name (*required field*)
 - Ohio Department of Medicaid
- Claim Type: Professional
- Claims Status
 - Pending Submission
 - Paid
 - Denied
 - Reversed
 - In Process
 - Open
 - Adjudicated
 - Pay
 - Void
 - RevSynch
 - Rev
 - WaitPay
 - WaitDeny
 - WaitRev
 - Deny
 - Pend

PROFESSIONAL CLAIMS

- Remittance Advice (RA) Date
- Date of Service From (*does not allow future date*)
- Date of Service To (*does not allow future date*)
- Prescription Number

Note: When searching by Claim Status for a claim in a 'Pending Submission' status, the Payor Name is not required.

Note: Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.

Step 3: When the criteria is entered, click **Search**.

CLAIM SEARCH

Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.

2

ICN

Medicaid Billing Number

Patient Account Number

Rendering Provider ID

Amount Billed

Payor Name *

Ohio Department of Medicaid

Claim Type

Claim Status

PAY

RA Date

mm/dd/yyyy

Date of Service From

mm/dd/yyyy

Date of Service To

mm/dd/yyyy

Prescription Number

Max Records

20

3

Search

Clear

CLAIM SEARCH RESULT

4

ICN ↑	Medicaid Billing Number	Patient Account Number	Billed Amount	Paid Amount	Claim Type	RA Date	From Date	To Date	Status	Attachment
24255E0046346A2		2563769590	1133.8	441.32	PROFESSIONAL	null	09/09/2024	09/09/2024	PAY	Upload
25085E0064371		1163436079	37.28	18.65	PROFESSIONAL	null	02/28/2025	02/28/2025	PAY	Upload
25085E0064380		2563483030	702.35	70.25	PROFESSIONAL	null	02/27/2025	02/27/2025	PAY	Upload
25085E0037134		1163953588	275.5	5.79	PROFESSIONAL	null	02/25/2025	02/25/2025	PAY	Upload

4

Step 4: Search results will be displayed at the bottom of the page. Click the 'ICN' hyperlink to access claim details.

Note: The claim status and Attachments '**Upload**' hyperlink appears in the far-right columns. Attachments can be added to a claim in Adjudicated, Deny, Open, Pay, or Pend status using the 'Upload' hyperlink. This process is explained on page 45 in the section, Attachments to a Previously Submitted Claim.

Note: To clear search data and begin a new search, click **Clear**.

Step 5: Review the claim. Claim status and other information will appear in the section at the top right.

- To expand a section, click the '+' icon.
- To collapse a section, click the '-' icon.

Note: For example, Reviewer Notes are displayed in a collapsed section. To view them, click the '+' icon.

Step 6: Locate the available action buttons at the bottom of the screen for a claim in PAID status.

- **Copy:** Allows provider to create a new claim by copying the data of the paid claim.
- **Adjust:** Allows data to be changed to submit claim.

Note: After clicking the 'Copy' or 'Adjust' buttons all field values become editable and claim adjudication information is deleted.

Note: Only claims in PAID status can be ADJUSTED. During a claims SEARCH, the user is expected to select the latest iteration of the claim for adjustment. If an earlier version of the claim is selected for adjustment and resubmitted, then it will be denied with the appropriate edit.

- **Void:** Lets provider void the previously paid claim.

- **Cancel:** Returns to the main menu.

The screenshot displays the 'Professional Claims' form. At the top right, a red circle with the number '5' highlights the claim status 'PAID' and other details: ICN 2022355061650, Paid Amount \$83.35, and Adjudication Date 12/21/2022. The 'Claim Type' section shows 'Dental' selected. Below this, the 'Destination Payer Name' is 'Ohio Department of Medic' and the 'Destination Payer ID' is 'MMISODJFS - Ohio Depa'. A red asterisk indicates required fields. The 'RECIPIENT INFORMATION' section includes fields for Medicaid Billing Number (910002227951), Date of Birth, Gender (Male), Last Name, First Name, Middle Name, Patient Control Number (SWCLW2XDA), and Address. The 'SERVICE INFORMATION' section includes Special Program Code, Release of Information (Yes), Patient Amount Paid (0.00), Place of Service (11), and Date of Service. A list of expandable sections follows: ACCIDENT INFORMATION, PRIOR AUTHORIZATION & REFERRAL INFORMATION, REFERRING PROVIDER INFORMATION, RENDERING PROVIDER, SERVICE FACILITY LOCATION INFORMATION, ASSISTANT SURGEON, SUPERVISING PROVIDER, OTHER PAYER INFORMATION, DIAGNOSIS CODES, OUTPATIENT ADJUDICATION INFORMATION, HEADER OTHER PAYER ADJUSTMENT INFORMATION, SERVICE DETAILS, TOOTH & TOOTH SURFACE INFORMATION, ADDITIONAL PROVIDER INFORMATION-SERVICE DETAIL, OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN, OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL, and ATTACHMENT. The 'ATTACHMENT' section shows an upload area with a 'Choose File' button and a 'Document Type' dropdown set to 'Referral Form (Ohio 6653)'. Below this is a list of expandable sections: PROVIDER NOTES, REVIEWER NOTES, DELAYED SUBMISSION/RESUBMISSION INFORMATION, CLAIM ADJUDICATION, RELATED ICN SCREEN, CARC AND RARC INFORMATION, ADJUDICATION ERRORS, and MALICIOUS ATTACHMENTS. At the bottom, a checkbox for 'This is a predetermination claim' is visible. A red circle with the number '6' highlights the action buttons: 'Copy', 'Adjust', 'Void', and 'Cancel'.

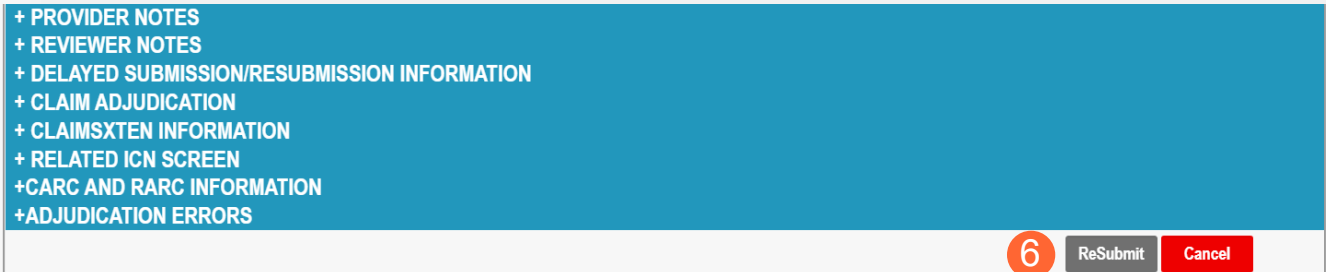
PROFESSIONAL CLAIMS

The action buttons available at the bottom of the screen for a claim in DENIED status are different than the action buttons available for a claim in PAID status.

- **Resubmit:** Lets provider fix the data and resubmit the claim.

Note: Only claims in a DENY/DENIED status can be RESUBMITTED. During a claims SEARCH, the user is expected to select the latest iteration of the claim for resubmittal. If an earlier version of the claim is selected for correction and resubmitted, then it will be denied with the appropriate edit.

- **Cancel:** Returns to the main menu.



Note on Adjustment and Resubmission of Claims: Any action taken to Adjust or Resubmit a claim should be chosen carefully and what action needs to be performed depends on the latest status of the claim. If the latest status is PAID, then Provider is expected to ADJUST. If the latest status is DENY/DENIED, the Provider is expected to RESUBMIT.

Claim Statuses

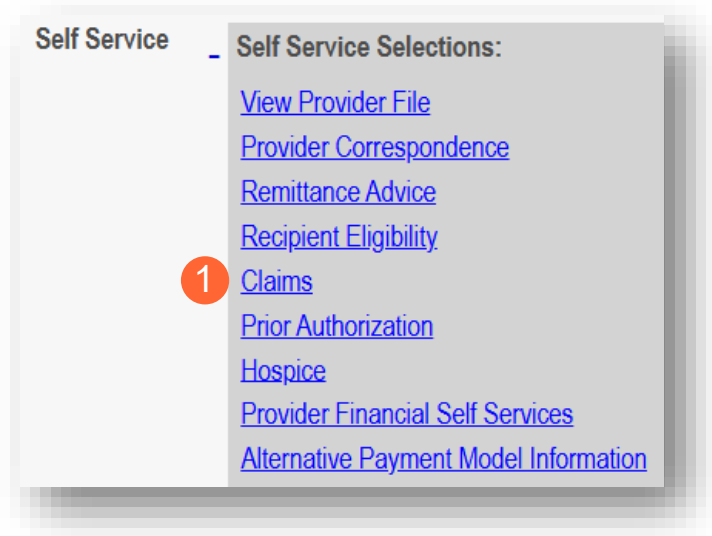
A summary of claim statuses and their definitions.

- **Adjudicated** – The claim has run through initial review of business rules and applied edits but has not gone through the payment process.
- **Denied** – The claim has failed business rules and has gone through the payment process.
- **Deny** – The claim has failed header and/or line-level business rules and has not been submitted to the payment process.
- **Open** – The claim has been received and is in process but has not been adjudicated.
- **Paid** – The claim has been finalized and has gone through the payment process.
- **Pay** – The claim has been adjudicated and all edits have been satisfied. It is now ready to go through the payment process.
- **Pend** – The claim has been set aside for review to determine if it should be paid or denied.
- **Pending Submission** - This is the status of a claim before submission.
- **Rev** – This is a real-time, non-finalized, financial status for a reversed/adjusted claim.
- **Reversed** – The claim has been finalized. Checks have been printed and the payment process is complete, but errors have been identified and a mirror image of the claim has been created to correct the errors.
- **RevSynch** – This is a real-time, non-finalized, financial status for a reversed claim that is synchronized to go through the payment cycle the same time as the adjustment claim.
- **Void** – This is a finalized status for a claim that has been voided. The claim has been canceled.
- **WaitDeny** – The claim has failed business rules and has been submitted for payment, but the payment process is not complete.
- **WaitPay** – The claim has been approved for payment and submitted to the payment process, but that process has not yet been completed.
- **WaitRev** – A reversal claim has been created and submitted to the payment process, but that process is not yet complete.
- **Warn** – An informational message that does not affect claim payment or denial.

Submit a New Claim

Fee-for service Professional Claims can be submitted through PNM.

Step 1: Click the 'Claims' hyperlink.



Step 2: To submit a Claim, click the 'Submit Claim' icon at the top of the page or select 'Submit Claim' from the drop-down menu next to 'Jump To'.

A screenshot of the PNM Professional Claims submission interface. At the top, there is a navigation bar with icons for 'Search-RA', 'Submit PA', 'Search Eligibility', 'Search PA', 'Submit Claim' (highlighted with a red circle and the number 2), 'Search Claim', 'Hospice Enrollment', 'Retrieve Reports', 'Provider Financial', 'Correspondence', and 'ORP Search'. Above the 'Search Claim' icon, there is a 'Jump To:' dropdown menu with 'Search Claim' selected. An orange arrow points to the dropdown arrow of the 'Jump To:' menu. Below the navigation bar, there are input fields for 'Provider Medicaid ID:', 'Provider NPI:', and 'Provider Name:'. Below these fields is a blue header for 'CLAIM SEARCH'. Under the header, there is a red warning message: 'Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.' The search form contains several input fields: 'ICN', 'Medicaid Billing Number', 'Patient Account Number', 'Rendering Provider ID', 'Amount Billed', 'Payor Name *', 'Claim Type', 'Claim Status', 'RA Date', 'Date of Service From', 'Date of Service To', 'Prescription Number', and 'Max Records' (set to 20). At the bottom of the form are 'Search' and 'Clear' buttons.

PROFESSIONAL CLAIMS

Step 3: Under Claim Type, select the 'Professional' radio button.

Jump To: Submit Claim

Search-RA Submit PA Search Eligibility Search PA **Submit Claim** Search Claim Hospice Enrollment Retrieve Reports Provider Financial Correspondence ORP Search

Provider Medicaid ID: **3** Provider NPI: Provider Name:

Claim Type
☐ Dental ☐ Institutional ☒ Professional

Claim Status: Pending Submission
ICN:
Paid Amount:
Adjudication Date:

An asterisk * indicates a required field

* Destination Payer Name: * Destination Payer ID: * Destination Payer Responsibility Sequence:

Note: If you select the incorrect claim type, fill out the Destination Payer information and then click **Cancel** at the bottom of the page. This will reset the claim submission page and allow for the correct type to be selected.

Note: Anytime a 'Search' hyperlink appears, clicking on the hyperlink will open a search panel to locate additional information, such as codes or provider information.

***Diagnosis Code**

[Search](#)

- Enter search criteria and click the 'Search' button.
- Search results will appear below the entered criteria. Click the hyperlink to insert the information into the claim field.

DIAGNOSIS CODE	ICD VERSION	DIAGNOSIS DESCRIPTION
	ICD 10	
Search		

DIAGNOSIS CODE	ICD VERSION	DIAGNOSIS DESCRIPTION
	ICD 10	gastro
Search		

SEARCH RESULTS		
Diagnosis Code	ICD Version	Diagnosis Description
A081	ICD 10	ACUTE GASTROENTEROPATHY DUE TO NORWALK AGENT AND OTHER SMALL ROUND VIRUSES
A09	ICD 10	INFECTIOUS GASTROENTERITIS AND COLITIS, UNSPECIFIED
A213	ICD 10	GASTROINTESTINAL TULAREMIA
C49A4	ICD 10	GASTROINTESTINAL STROMAL TUMOR OF LARGE INTESTINE
C49A5	ICD 10	GASTROINTESTINAL STROMAL TUMOR OF RECTUM
C49A	ICD 10	GASTROINTESTINAL STROMAL TUMOR

- ADDITIONAL PROVIDER INFORMATION-SERVICE DETAIL

* Service Line * Provider Type * Provider NPI Last Name First Name Middle Name

NPI MEDICAID ID BUSINESS/LAST NAME FIRST NAME

SEARCH RESULTS

NPI	Medicaid ID	Business/Last Name	First Name	Address Line 1	Address Line 2	City	State	Zip
1003005455	10000046	SMITH	NANCI	2400 CORPORATE EXCHANGE DR		COLUMBUS	OH	43231
1003144130	9999915	SMITH THERAPY SERVICES		141 WASHINGTON AVE		COLUMBUS	OH	43231

Note: The buttons below appear at the bottom of the Claims page:

- **Save:** Saves the claim form and data entered.
 - Saved claim information will remain in PNM for a period of 72 hours or until the claim is modified or submitted, whichever occurs first.
 - A saved claim can be retrieved through a search of the Claim Search panel for the status 'Submission Pending'.
- **Submit:** Sends the claim for review.
- **Cancel:** Cancels the claim and erases data entered.

Note:

- A red asterisk appearing on the section header/title indicates that section is required to be completed.
 - The required fields within that section are marked with a red asterisk.
 - If a section header/title does not display a red asterisk, it means that section is not required to be completed on all claim submissions.
 - These sections are situational and may need data entered depending on the claim being submitted.
 - Red asterisks listed for fields in these sections indicate that if information is filled out in these sections, at minimum, the asterisk marked fields are required to be completed.
- In the claim submission panels, to expand a section, click the '+' icon or to collapse click '-' icon.

Destination Payer Information

Step 4: After selecting the 'Professional' claim type, select the following information from the drop-down menu in each field:

- Destination Payer Name
 - Ohio Department of Medicaid
- Destination Payer ID (*options dependent on what is selected for Destination Payer Name*)
 - Ohio Department of Medicaid
 - MMISODJFS - Ohio Department of Medicaid
- Destination Payer Responsibility Sequence
 - P – Primary
 - S – Secondary
 - T – Tertiary
 - A – Payer Responsibility Four
 - B – Payer Responsibility Five
 - C – Payer Responsibility Six
 - D – Payer Responsibility Seven
 - E – Payer Responsibility Eight
 - F – Payer Responsibility Nine
 - G – Payer Responsibility Ten
 - H – Payer Responsibility Eleven

The screenshot shows a web form for submitting a Professional claim. At the top, 'Claim Type' has three radio buttons: 'Dental', 'Institutional', and 'Professional' (which is selected). To the right, 'Claim Status' is a dropdown menu showing 'Pending Submission'. Below these are three input fields for 'ICN', 'Paid Amount', and 'Adjudication Date'. A red circle with the number '4' is placed over the 'Destination Payer Name' dropdown menu, which is currently set to 'Ohio Department of Medicaid'. To its right, the 'Destination Payer ID' dropdown is set to 'MMISODJFS - Ohio Depa'. Further right, the 'Destination Payer Responsibility Sequence' dropdown is set to 'Primary'. A red asterisk is visible next to the 'Destination Payer Name' and 'Destination Payer ID' labels.

Note: If a Destination Payer Responsibility other than 'Primary' is chosen, Other Payer information will need to be supplied before submission of the claim.

Destination Payer: Submitting Claims for FQHC and RHC Wraparound Payments

See [Appendix 1](#) for specific information on how to submit a claim for FQHC and RHC wraparound payments.

When submitting claims for wraparound payment, the following selections should be made:

Destination Payer Name: Ohio Department of Medicaid

Destination Payer ID: MMISODJFS – Ohio Department of Medicaid

Destination Payer Responsibility Sequence: ODM's responsibility to pay the claim (NOT 'Primary')

Recipient Information

Step 5: Enter recipient details:

- Enter the Medicaid Billing Number for the recipient (*12-digit number*).
- Enter the recipient's Date of Birth (*in MM/DD/YYYY format*). (Omitting the separating slashes causes an error.)
 - Once these are entered, the recipient's information (Last Name, First Name, Gender, Address) will be filled in automatically.
- Enter the [Provider's] Patient Control Number (*Patient Account Number*).
 - This string of characters is the internal tracking number for the patient/recipient in the provider's recordkeeping system. This number can be used as a data point when completing a claim search in PNM.
- Medical Record Number (*optional*)
 - This number is assigned by the provider.
- Pregnancy Indicator (*optional*)
 - Yes
 - (Blank)

- * RECIPIENT INFORMATION 5			
* Medicaid Billing Number	1212121212	* Date of Birth	04/01/1950
			Gender: Female
Last Name:	Doe	* Patient Control Number	123456
			Address Line 1: 2400 Corporate Exchange Dr
			Address Line 2: Ste 300
First Name:	Jane	Medical Record Number:	
			City: Columbus
Middle Name:	M	Pregnancy Indicator	
			State: OH
			Zip Code: 43231

Service Information

Step 6: Enter or select the following information:

- Release of Information (*required*)
 - Yes
 - No
- Special Program Indicator (*optional*)
 - 02 – Physically handicapped children's program
 - 03 – Special federal funding
 - 05 – Disability
 - 09 – Second opinion or surgery
- Early Periodic Screening, Diagnosis and Treatment (EPSDT) Condition Indicator (*optional*)
 - Yes
 - No
- EPSDT Condition Code (*available only when 'Yes' is selected for EPSDT Condition Indicator*)
 - Up to three entries can be made:
 - S2 – Under Treatment
 - ST – New Services Requested
 - NU – Patient Not Referred
 - AV – Patient Refused Referral
- Patient Amount Paid (*optional*)
- Hospital Discharge Date (*optional*)
- Last Menstrual Period (*optional*)

- * SERVICE INFORMATION			
6	* Release of Information		
	Place Of Service	EPSDT Condition Indicator	
	Special Program Indicator	EPSDT Condition Code	

'Situational' Sections

To expand any of the collapsed sections, click the '+' icon. When the section is expanded, enter any necessary information.

- Depending on the claim that is being entered, information may need to be listed in these sections. [Policy requirements](#) related to claim submissions should be followed when completing all sections within the claim.
- Situational fields that are not applicable to the claim submission should be left blank.

+ ACCIDENT INFORMATION
 + PRIOR AUTHORIZATION & REFERRAL INFORMATION
 + REFERRING PROVIDER INFORMATION
 + RENDERING PROVIDER
 + SERVICE FACILITY LOCATION INFORMATION
 + SUPERVISING PROVIDER
 + AMBULANCE INFORMATION
 + OTHER PAYER INFORMATION

Accident Information

Enter or select the following information:

- Accident Related To (1st field) *(required only if information is added to this section)*
 - AA – Auto Accident
 - EM – Employment
 - OA – Other Accident
- Accident Related To (2nd field)
 - AA – Auto Accident
 - EM – Employment
 - OA – Other Accident
- Accident State
- Accident Date
 - Enter in MM/DD/YYYY format.
- Accident Country

- ACCIDENT INFORMATION

* Accident Related To	AA - Auto Accident ▼	Accident State	OH ▼	Accident Country	US ▼
Accident Related To	OA - Other Accident ▼	Accident Date	05/05/2022 		

Prior Authorization & Referral Information

Enter the following information:

- Prior Authorization Number
- Referral Number *(leave blank if there is no patient referral between providers)*

A Prior Authorization Number needs to be added here if there is an approved prior authorization for the service on the claim.

- PRIOR AUTHORIZATION & REFERRAL INFORMATION	
Prior Authorization Number	
Referral Number	

Referring Provider Information

A Referring Provider should only be reported by Medicaid School Program providers when a skilled therapist refers a service for a student.

Enter the following information:

- Referring Provider National Provider Identifier (NPI)
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Medicaid ID, Last Name, and First Name will auto-populate.
- Primary Care Provider NPI
 - This field will be grayed out until a Referring Provider is entered.
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Last Name and First Name will auto-populate.
 - Note: Medicaid ID field will be populated only if NPI is not available.

- REFERRING PROVIDER INFORMATION				
	*NPI	Medicaid ID	Last Name	First Name
Referring Provider				
				Search
Primary Care Provider				
				Search

Rendering Provider

Note: Only one Rendering Provider (NPI) can be entered in this section/panel. A professional claim submitted via PNM with multiple rendering providers will either be returned to PNM with an error or denied and reported on the 835/RA.

Enter the following information:

- Rendering Provider NPI
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Last Name and First Name will auto-populate.
 - Note: Medicaid ID field will be populated only if NPI is not available.

- RENDERING PROVIDER			
* NPI	Medicaid ID	Last Name	First Name
Search			

Service Facility Location Information

Enter the following information:

- Service Facility Location Information NPI
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Name, Address1, Address2, City, State, and Zip will auto-populate.
 - Note: Medicaid ID field will be populated only if NPI is not available.

- SERVICE FACILITY LOCATION INFORMATION							
*NPI	Medicaid ID	Name	Address1	Address2	City	State	Zip
Search							

Supervising Provider

If the claim requires a supervising provider, enter the following information:

- Supervising Provider NPI
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Last Name and First Name will auto-populate.

- Note: Medicaid ID field will be populated only if NPI is not available.

- SUPERVISING PROVIDER			
* NPI	Medicaid ID	Last Name	First Name
Search			

Ambulance Information

Enter the following information:

Note: PNM will validate the ambulance drop-off location; address, city, state, and ZIP Code against the United States Postal Service (USPS) address database. If the address is not valid, an error message will be displayed.

- Pick-up Address Line 1
- Pick-up Address Line 2
- Pick-up City
- Pick-up State
- Pick-up Zip
- Drop Off Location Name
- Drop Off Address Line 1
- Drop Off Address Line 2
- Drop Off City
- Drop Off State
- Drop Off Zip
- Patient Weight (LB)
- Transport Distance (Miles)
- Condition Indicator
 - Indicate whether condition codes apply to this claim.
 - Yes
 - No
- Condition Code
 - Up to five (5) values can be added.
 - 01 – Patient was admitted to a hospital
 - 04 – Patient was moved by stretcher
 - 05 – Patient was unconscious or in shock
 - 06 – Patient was transported in an emergency situation
 - 07 – Patient had to be physically restrained
 - 08 – Patient had visible hemorrhaging
 - 09 – Ambulance service was medically necessary
 - 12 – Patient is confined to a bed or chair
- Transport Reason Code
 - A – Patient was transported to nearest facility for care of symptoms, complaints, or both
 - B – Patient was transported for the benefit of a preferred physician
 - C – Patient was transported for the nearness of family members
 - D – Patient was transported for the care of a specialist or for availability of specialized equipment
 - E – Patient Transferred to Rehabilitation Facility
- Round Trip Purpose
- Stretcher Purpose

- AMBULANCE INFORMATION					
* Pick-up Address Line 1	Pick-up Address Line 2	* Pick-up City	* Pick-up State	* Pick-up Zip	
Drop Off Location Name	* Drop Off Address Line 1	Drop Off Address Line 2	* Drop Off City	* Drop Off State	* Drop Off Zip
Transport Information					
Patient Weight (LB):		* Transport Reason Code			
* Transport Distance (Miles):		Round trip Purpose:			
* Condition Indicator:		Stretcher Purpose:			
* Condition Code:					

Other Payer Information

This section needs to be completed if the Destination Payer Responsibility Sequence selected earlier was anything other than 'Primary.'

Enter or select the following information:

- Other Payer Name
- Health Plan ID
- Claim Filing Indicator
 - 11 – Other Non-Federal Programs
 - 12 – Preferred Provider Organization (PPO)
 - 13 – Point of Service (POS)
 - 14 – Exclusive Provider Organization (EPO)
 - 15 – Indemnity Insurance
 - 16 – Health Maintenance Organization (HMO) Medicare Risk
 - 17 – Dental Maintenance Organization
 - AM – Automobile Medical
 - BL – Blue Cross/Blue Shield
 - CH – Champus
 - CI – Commercial Insurance Co.
 - DS – Disability
 - FI – Federal Employees Program
 - HM – Health Maintenance Organization
 - LM – Liability Medical
 - MA – Medicare Part A
 - MB – Medicare Part B (and FQHC/RHC wraparound payments received from the Medicare Administrative Contractor)
 - MC – Medicaid
 - OF – Other Federal Program
 - TV – Title V
 - VA – Veterans Affairs Plan
 - WC – Workers' Compensation Health Claim
 - ZZ – Mutually Defined
- Payer Responsibility Sequence
 - P – Primary
 - S – Secondary
 - T – Tertiary
 - A – Payer Responsibility Four

- B – Payer Responsibility Five
- C – Payer Responsibility Six
- D – Payer Responsibility Seven
- E – Payer Responsibility Eight
- F – Payer Responsibility Nine
- G – Payer Responsibility Ten
- H – Payer Responsibility Eleven
- U – Unknown
- Subscriber's Number
- Policy Number
- Group Name
- Insurance Type Code
 - 12 – Medicare Secondary Working Aged Beneficiary or Spouse with Employer Group Health Plan
 - 13 – Medicare Secondary End-Stage Renal Disease Beneficiary in the Mandated Coordination Period with an Employer's Group Health Plan
 - 14 – Medicare Secondary, No-fault Insurance including Auto is Primary
 - 15 – Medicare Secondary Worker's Compensation
 - 16 – Medicare Secondary Public Health Service (PHS) or Other Federal Agency
 - 41 – Medicare Secondary Black Lung
 - 42 – Medicare Secondary Veteran's Administration
 - 43 – Medicare Secondary Disabled Beneficiary Under Age 65 with Large Group Health Plan (LGHP)
 - 47 – Medicare Secondary, Other Liability Insurance is Primary
- Patient's Relationship to Subscriber
 - 01 – Spouse
 - 18 – Self
 - 19 – Child
 - 20 – Employee
 - 21 – Unknown
 - 39 – Organ Donor
 - 40 – Cadaver Donor
 - 53 – Life Partner
 - G8 – Other Relationship
- Subscriber's (Cardholder's) First Name
- Subscriber's (Cardholder's) Last Name
- Subscriber's (Cardholder's) Middle Name
- Subscriber's (Cardholder's) Address Line 1
- Subscriber's (Cardholder's) Address Line 2
- Subscriber's (Cardholder's) City
- Subscriber's (Cardholder's) State
- Subscriber's (Cardholder's) Zip
- Claim Adjudication Level
 - PNM grays out this field if the other payer responsibility sequence is greater than the destination payer responsibility sequence.
 - Header
 - Detail
- Claim Number
- Paid Date
- Paid Amount
- [Total] Non-Covered Amount
 - PNM grays out this field if other payer responsibility sequence is greater than the destination payer responsibility sequence or the claim adjudication level is 'Detail'.
 - If destination or other payer responsibility sequence is unknown, this field will be optional and available to report when the claim adjudication level is 'Header'.

- OTHER PAYER INFORMATION

* Other Payer Name :	* Patient Relationship To Subscriber :	Claim Adjudication Level :
* Health Plan ID :	* Subscribers First Name :	Claim Number :
* Claim Filing Indicator :	* Subscribers Last Name :	Paid Date :
* Payer Responsibility Sequence :	Subscribers Middle Name :	Paid Amount :
* Subscribers Number :	Subscribers Address Line 1 :	Non Covered Amount :
Policy Number :	Subscribers Address Line 2 :	
Group Name :	Subscribers City :	
Insurance Type Code :	Subscribers State :	Subscribers Zip :

- Click **Add** to add the other payer information:
- Repeat the process to add other payers.
- A maximum of 10 payers can be reported.

FQHC and RHC Claims for Wraparound Payments

See [Appendix 1](#) for specific information on how to submit a claim for FQHC and RHC wraparound payments.

When submitting a claim for wraparound payment, the coordination-of-benefits (COB) information needs to be listed. Enter the information for the other payer. In some fields, specific information is needed.

- Health Plan ID: The Medicaid Provider ID number for the Payer ID.

Managed Care Entity	ABD Payer ID	CFC Payer ID	MyCare Payer ID	OhioRISE Payer ID
Aetna Better Health of Ohio			0082400	
Aetna Better Health OhioRISE				0445886
AmeriHealth Caritas (eff. 12/1/2022)	0461036	0462293		
Buckeye Community Health Plan	0077145	0077148	0082408	
CareSource	0077191	0077193	0082409	
Comm. Ins. Co. (eff. 12/1/2022) DBA Anthem Blue Cross and Blue Shield	0464227	0464229	0115302	
Humana Health Plan of Ohio, Inc. (eff. 12/1/2022)	0461038	0462285		
Molina HealthCare of Ohio Inc	0077182	0077186	0082414	
Paramount Advantage	0077188	0077190		
United Healthcare Community Plan	0077110	0077115	0082405	

- Claim Filing Indicator: Health Maintenance Organization (HMO)
- Paid Amount: The approved/allow amount specified by the Managed Care Organization (MCO)
- FQHCs / RHCs should only use the following claim filing indicators: 16, CI, MA, and MB (or claim will deny).

Enter or select the following information:

- **Diagnosis Code** (*required*)
 - If you do not know the Diagnosis Code, click 'Search' to look up the code.
 - Diagnosis codes with decimal points are not accepted. Enter Diagnosis Codes that do not contain a decimal point.
 - PNM defaults to the ICD 10 code, but this selection can be changed if needed.
 - The Diagnosis Description auto-populates after the Diagnosis Code is selected.
- Click **Add** to add the diagnosis code to the claim submission.
 - A maximum of 12 diagnosis codes can be added.

- *DIAGNOSIS CODES

No records found.

*Diagnosis Code

S39012A

Search

*ICD Version

ICD 10

▼

Search

Diagnosis Description

STRAIN OF MUSCLE, FASCIA AND TENDON OF LOWER BACK, INITIAL ENCOUNTER

ADD

- The added diagnosis appears on a list.
- Repeat the process to add other diagnoses.

- * DIAGNOSIS CODES			
Sequence	* Diagnosis Code	* ICD Version	Diagnosis Code Description
01	S39012A	ICD 10	STRAIN OF MUSCLE, FASCIA AND TENDON OF LOWER BACK, INITIAL ENCOUNTER

[Edit](#)
[Delete](#)

*Diagnosis Code

*ICD Version
ICD 10
Diagnosis Description

[ADD](#)

Additional 'Situational' Sections

To expand collapsed sections, click the '+' icon. When the section is expanded, enter any necessary information.

- Depending on the claim that is being entered, information may need to be listed in these sections. [Policy requirements](#) related to claim submissions should be followed when completing all sections within the claim.

+ OUTPATIENT ADJUDICATION INFORMATION
+ HEADER OTHER PAYER ADJUSTMENT INFORMATION

- Situational fields that are not applicable to the claim submission should be left blank.

Outpatient Adjudication Information

Enter the following information:

- Reimbursement Rate
 - Listed in percentage as a decimal.
- Healthcare Common Procedure Coding System (HCPCS) Payable Amount
- Claim Remark Code (MOA 03)
- Claim Remark Code (MOA 04)

- OUTPATIENT ADJUDICATION INFORMATION

Reimbursement Rate(Percentage as decimal):

Claim Remark Code(MOA 03):

HCPCS Payable Amount:

Claim Remark Code(MOA 04):

Header Other Payer Adjustment Information

Enter the following information:

- Health Plan ID
 - A Health Plan ID will be available in the drop-down menu only if the claim adjudication level is 'Header' and the other payer responsibility Before precedes the destination payer responsibility.
- Adjustment Group
 - This information is required when an adjustment amount is reported.
 - Each Adjustment Group can be repeated up to six times for each other payer.
 - CO – Contractual Obligations
 - CR – Correction and Reversals
 - OA – Other adjustments
 - PI – Payor Initiated Reductions
 - PR – Patient Responsibility
- Reason Code
 - If you do not know the Reason Code, click 'Search' to look up the code.
- Amount
- Quantity
 - The quantity adjusted by the other payer.
- Click **Add** to add the information.
- A maximum of 30 records can be added.

- HEADER OTHER PAYER ADJUSTMENT INFORMATION				
* Health Plan ID	* Adjustment Group	* Reason Code	* Amount	Quantity
		Search		
				Add

Wraparound Claims

See [Appendix 1](#) for specific information on how to submit a claim for FQHC and RHC wraparound payments.

When submitting a claim for wraparound payment, fill out the following information in this section if the provider's total submitted charge is greater than the payment made by the MCO. The difference in amount is reported in the claim header.

- Adjustment Group: CO (Contractual Obligation)
- Reason Code: 45 (Charge exceed fee schedule/maximum allowable or contracted/legislated fee arrangement)
 - For example, if submitted charges are \$100 and the MCO paid a total of \$25, then the different of \$75 is reported with CO 45.

Service Details

Step 7: Enter or select the following information:

- Procedure Code *(required)*
 - If you do not know the Procedure Code, click 'Search' to look up the code.
- Date of Service *(required)*
- Line Control Number *(optional)*
- Prior Authorization Number *(optional)*
- Referral Number *(optional)*
- Durable Medical Equipment (DME) Certification Type *(optional)*
 - I – Initial
 - R – Renewal
 - S – Revised
- DME Duration (month) *(needs to be filled out only if DME Certification Type is selected)*
- Certification Revision or Recertification Date *(required when DME certification type is 'R' or 'S')*
- Place of Service *(required)*
 - If you do not know the Place Code, click 'Search' to look up the code.
- Modifier *(optional)*
 - Up to four values are allowed.
- Diagnosis Pointer *(required)*
 - A maximum of 4 values per procedure.
- Referred EPSDT Service *(optional)*
 - Yes
- Family Planning *(optional)*
 - Yes
- Emergency *(optional)*
 - Yes
- Charges *(required)*
 - The submitted amount for the procedure.
- Billed Units *(required)*
- Unit of Measurement *(required)*
 - UN – Units
 - MJ – Anesthesia Minutes

Note: At least one service detail needs to be entered:

PROFESSIONAL CLAIMS

Step 8: Click the **Add** button.

- * SERVICE DETAILS

Total Charges: 0.00
 Total Amount Paid: 0

Service Line: 1

7 * Procedure code: [Search](#)

* Date of Service:

Line Control Number:

Prior Authorization Number:

Referral Number:

DME Certification Type:

DME Duration (month):

Certification Revision or Recertification Date:

* Place of Service: [Search](#)

Modifier:

* Diagnosis Pointer:

Referred EPSDT Service:

Family Planning:

Emergency:

Final EAPG:

Payment Action:

Status: Pending Submission

* Charges:

* Billed Units:

* Unit of Measurement:

Paid Units:

Paid Amount:

8 ADD

- The added service appears on a list. The line can be edited, copied, or deleted by clicking the corresponding button **(A)**.
- Repeat the process above to add other services.
- A maximum of 50 service lines can be added.

- * SERVICE DETAILS									
Service Line	*Procedure Code	Place Of Service	*Billed Units	Paid Units	Date Of Service	Charges	Paid Amount	Status	A
01	0348T	49	1.000		5/1/2024	312.15		Pending Submission	Edit Copy Delete
							Total Charges:	312.15	
							Total Amount Paid:	0	

Additional 'Situational' Sections

To expand any of the collapsed sections, click the '+' icon. When the section is expanded, enter any necessary information.

- Depending on the claim that is being entered, information may need to be listed in these sections. [Policy requirements](#) related to claim submissions should be followed when completing all sections within the claim.
- Situational fields that are not applicable to the claim submission should be left blank.

+ NDC DETAILS
 + ADDITIONAL PROVIDER INFORMATION-SERVICE DETAIL
 + AMBULANCE INFORMATION-SERVICE DETAIL
 + OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN
 + OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL
 + ATTACHMENT
 + PROVIDER NOTES
 + REVIEWER NOTES
 + DELAYED SUBMISSION/RESUBMISSION INFORMATION
 + CLAIM ADJUDICATION
 + CLAIMSXTEN INFORMATION
 + RELATED ICN SCREEN
 + CARC AND RARC INFORMATION

NDC (National Drug Code) Details

Enter or select the following information:

- Service Line *(required only if information is added to this section)*
 - Enter the number of the service detail to which the NDC applies.
- NDC *(required only if information is added to this section)*
 - If you do not know the NDC Code, click 'Search' to look up the code.
- Units of Measure *(required only if information is added to this section)*
 - International Unit
 - Gram
 - Milligram
 - Milliliter
 - Unit
- Prescription Number *(optional)*
- Total Unit
 - Enter the aggregate number of units of the drug.
- Click **Add** to add the information.

Note: Only one drug can be entered on a service line. If more than one drug is to be reported on the claim, add service lines.

A maximum of 30 service details can be added.

- NDC DETAILS				
*Service Line	*NDC	*Unit Of Measure	Prescription Number	*Total Unit
	Search			
		Unit		
				Add

Enter or select the following information:

- Service Line *(required only if information is added to this section)*
 - Enter the number of the service detail to which the information applies.
- Provider Type *(required only if information is added to this section)*
 - Referring Provider
 - Primary Care Provider (Referral)
 - Rendering Provider
 - Supervising Provider
 - Service Facility Location
 - Ordering Provider
- Provider NPI *(required only if information is added to this section)*
 - If you do not know the provider's NPI, click 'Search' to look up the provider.
 - Once the NPI is entered, the Medicaid ID, Last Name, and First Name will auto-populate.
- Click **Add** to add the information.

- ADDITIONAL PROVIDER INFORMATION-SERVICE DETAIL

* Service Line

* Provider Type

* Provider NPI

Medicaid ID

Last Name

First Name

Middle Name

Search

ADD

Ambulance Information – Service Detail

Enter or select the following information:

- Service Line *(required only if information is added to this section)*
 - Enter the number of the service detail to which the information applies.
- Pick Up Address Line 1 *(required only if information is added to this section)*
- Pick Up Address Line 2 *(required only if information is added to this section)*
- Pick Up City *(required only if information is added to this section)*
- Pick Up State *(required only if information is added to this section)*
- Pick Up Zip *(required only if information is added to this section)*
- Drop-off Location Name *(optional)*
- Drop Off Address Line 1 *(required only if information is added to this section)*
- Drop Off Address Line 2 *(required only if information is added to this section)*
- Drop Off City *(required only if information is added to this section)*
- Drop Off State *(required only if information is added to this section)*
- Drop Off Zip *(required only if information is added to this section)*

Note: PNM will validate the ambulance drop-off location; address, city, state, and ZIP Code against the United States Postal Service (USPS) address database. If the address is not valid, an error message will be displayed.

- Click **Add** to add the information.

- AMBULANCE INFORMATION-SERVICE DETAIL

*Service Line		Drop-off Location Name	
*Pick Up Address Line 1		*Drop Off Address Line 1	
Pick Up Address Line 2		Drop Off Address Line 2	
*Pick Up City		*Drop Off City	
*Pick Up State		*Drop Off State	
*Pick Up Zip		*Drop Off Zip	

ADD

Other Payer Paid Amount – Service Detail Screen

Enter or select the following information:

- Service Line *(required only if information is added to this section)*
 - Enter the number of the service detail to which the information applies.
- Health Plan ID *(required only if information is added to this section)*
 - Health Plan ID will be displayed in the drop-down menu only if the adjudication level is 'Detail' and the other payer responsibility Before precedes the destination payer responsibility.
- Amount Paid *(required only if information is added to this section)*
- Paid Service Unit Count *(required only if information is added to this section)*
 - The number of units paid by the other payer.
- Click **Add** to add the information.

- OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN					
*Service Line	Procedure Code	*Health Plan ID	*Amount Paid	Paid Date	*Paid Service Unit Count
					Add

Other Payer Adjustment Information – Service Detail

Enter or select the following information:

- Service Line *(required only if information is added to this section)*
 - Enter the number of the service detail to which the information applies.
- Health Plan ID *(required only if information is added to this section)*
- Adjustment Group *(required only if information is added to this section)*
 - Each Adjustment Group can be repeated up to six times for each other payer.
 - CO – Contractual Obligations
 - CR – Correction and Reversals
 - OA – Other adjustments
 - PI – Payor Initiated Reductions
 - PR – Patient Responsibility
- Reason Code *(required only if information is added to this section)*
 - If you do not know the Reason Code, click 'Search' to look up the code.
- Amount *(required only if information is added to this section)*
- Quantity
 - The quantity adjusted by the other payer.
- Click **Add** to add the information.
- A maximum of 30 service details can be added.

- OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL						
*Service Line	Procedure Code	*Health Plan ID	*Adjustment Group	*Reason Code	*Amount	Quantity
				Search		
						Add

Attachment

Step 9: Before submitting the claim, make sure to add any necessary attachments by expanding the Attachment section.

Note: The maximum file upload size is 10 MB.

Step 10: Click **Choose File**, locate the file on your computer you wish to upload and select the Document Type from the drop-down menu:

- Admission Summary
- Certification
- Completed Referral Form
- Dental Models
- Diagnostic Report
- Discharge Summary
- Explanation of Benefits
- Models
- Nursing Notes
- Operative Note
- Physical Therapy Certification
- Physical Therapy Notes
- Physician Order
- Prescription
- Prosthetics or Orthotic Certification
- Radiology Films
- Radiology Reports
- Referral Form ([Ohio 6653](#))
- Report of Tests and Analysis Report
- Support Data for Claim

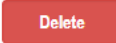
9 - ATTACHMENT

Line Item	Document ID	Document Type
* Upload attachment:		
10 Choose File Referral Form 6653.pdf	* Document Type:	
	Referral Form (Ohio 6653) ▼	11 Add

Step 11: Click the **Add** button.

- The added attachment appears on a list. Repeat the process above to add other attachments.
- A maximum of 10 documents can be uploaded for each claim submission.

- ATTACHMENT

Line Item	Document ID	Document Type
 1	10232838841666352618	Referral Form (Ohio 6653) 

*** Upload attachment:**

Choose File

No file chosen

*** Document Type:**

Admission Summary ▼

Add

Acceptable File Types:

- Word: doc, docx
- Excel: xls, xlsx, xlsx, xlsm, xlsx
- Image: mdi, jpe, jpeg, jpg, png, gif, bmp, tif, tiff
- PDF: pdf
- Other: pi, ec, zip, csv, acrbak, msg

Provider Notes

Enter any note(s) that you wish to provide:

- Select a Note Reference Code:
 - ADD – Additional Information
 - CER – Certification Narrative
 - DCP – Goals, Rehabilitation Potential, or Discharge Plans
 - DNG – Diagnosis Description
 - TPO – Third Party Organization Notes
- A note can be a maximum of 80 characters in length.

- PROVIDER NOTES	
*Note Reference Code	*Note
	80 characters max

Notes to Bypass a Timely Filing

Below are instructions for notes to list when submitting a claim over 365 days old to Ohio Medicaid due to an eligibility determination or a hearing decision.

Hearing Decision (*Claim must be submitted within 180 days of the hearing decision*)

To denote a hearing decision, select 'ADD' for the Note Reference Code and enter "APPEALS XXXXXXXX CCYYMMDD" for the Note. (XXXXXXX is the hearing number and CCYYMMDD is the date on the hearing decision letter.)

- PROVIDER NOTES	
*Note Reference Code	*Note
ADD - Additional Information	APPEALS XXXXXXXX CCYYMMDD

Delay in Eligibility Decision (*Claim must be submitted within 180 days of the eligibility determination date*)

To denote a delay in an eligibility decision, select 'ADD' for the Note Reference Code and enter "DECISION CCYYMMDD" for the Note. (CCYYMMDD is the date on the eligibility determination notice from the county department of job and family services.)

PROFESSIONAL CLAIMS

Ex. If there was a delay in eligibility and eligibility was determined April 1, 2024, the Note would need to display “DECISION 20240401”.

- PROVIDER NOTES	
*Note Reference Code	*Note
ADD - Additional Information	DECISION CCYYMMDD

Medicaid School Program Claims (MSP)

Below are instructions for notes to list when submitting a Medicaid School Program (MSP) claim.

When a Medicaid School Program (MSP) claim is submitted, a Note Reference Code of 'CER' must be selected for the 'Note Reference Code' field, and a 10-character attestation code must be entered in this field to show whether or not the claim is certified by the executive officer of the MSP provider or his/her designee in accordance with rule 5101:3-35-04 of the Ohio Administrative Code. Format: ATTEST YES or ATTEST NAY (There must be a space after the word 'ATTEST'.)

- PROVIDER NOTES	
*Note Reference Code	*Note
CER - Certification Narrative ▼	ATTEST YES

- PROVIDER NOTES	
*Note Reference Code	*Note
CER - Certification Narrative ▼	ATTEST NAY

Delayed Submission/Resubmission Information

Indicate a reason for a delayed submission or resubmission of the claim:

- Enter a previously denied Internal Control Number (ICN)

- DELAYED SUBMISSION/RESUBMISSION INFORMATION

Disclaimer: Documentation to justify the use of this panel and data entered must be retained for future audit purpose.

Previously Denied ICN:

Reason for Delay:

The list of reasons corresponds to Electronic Data Interchange (EDI) information and may apply to delays in managed care claim submissions. Delays in submission of fee-for-service claims are usually indicated in the provider notes.

Proof of Eligibility Unknown or Unavailable
 Litigation
 Authorization Delays
 Delay in Certifying Provider
 Third Party Processing Delay
 Delay in Eligibility Determination
 Administration Delay in the Prior Approval Process
 Other
 Natural Disaster
 Delay In Supplying Billing Forms
 Delay In Delivery Of Custom-made Appliances
 Original Claim Rejected or Denied Due To a Reason Unrelated To The Billing Limitation Rules

Returned Data Panels

During the claim submission process, no information is entered in the following sections. When a claim is reviewed and returned, however, data will populate in these sections and can be reviewed.

- Reviewer Notes
- Claim Adjudication
- ClaimsXten Information
- Related ICN (Internal Control Number) Screen
- CARC and RARC Information
- Adjudication Errors
- [Malicious Attachments](#)

+ NDC DETAILS
 + ADDITIONAL PROVIDER INFORMATION-SERVICE DETAIL
 + AMBULANCE INFORMATION-SERVICE DETAIL
 + OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN
 + OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL
 + ATTACHMENT
 + PROVIDER NOTES
 + REVIEWER NOTES
 + DELAYED SUBMISSION/RESUBMISSION INFORMATION
 + CLAIM ADJUDICATION
 + CLAIMSXTEN INFORMATION
 + RELATED ICN SCREEN
 +CARC AND RARC INFORMATION
 +ADJUDICATION ERRORS
 +MALICIOUS ATTACHMENTS

Submit the Claim

Step 12: When all information has been entered, click **Submit** at the bottom of the page.

Note: If there are any errors preventing submission, error messages will be displayed at the top of the page.

Click on the error message text and PNM will direct you to the section that needs to be reviewed/corrected.



Below errors are created. Please click on the error text to navigate to the panel or field where errors are encountered

- *Medicaid billing number is required
- *Missing Recipient date of birth
- *Patient Control Number is required
- *Release of Information is required
- *At least one service detail is required.
- *Diagnosis code is required.

PROFESSIONAL CLAIMS

Note: Messages that appear in pop-up windows are from the Fiscal Intermediary (FI). Error messages or informational messages may be received from FI.

If error messages are received, please work to correct, or reach out to the contact information provided for assistance.



Transaction failed transformation

Response code is

Error Message:

Error

ErrorCode	ErrorDescp
ERR106006	Provider does not have Direct affiliation.

Please contact FI support. support@OMES.com

Step 13: If no errors are present, verify the submission was successful by reviewing the claim status at the top of the page.

- If the claim displays a status other than a 'Pending Submission' status, the transaction was successfully completed.

13 Claim Status **PAY**

ICN **2022256029317**

Paid Amount **\$47.19**

Adjudication Date **04/15/2024**

- Claim adjudication may happen instantly. If a claim receives a 'Deny' status, review the Adjudication Errors section/panel or the CARC and RARC Information section/panel to obtain additional details.

13 Claim Status **DENY**

ICN **230375000002**

Paid Amount **\$0.00**

Adjudication Date **04/15/2024**

-ADJUDICATION ERRORS

Service Line Number	ErrorCode	ErrorDescp
01	150	NO CONTRACT TERM FOUND FOR SERVICE

Fiscal Intermediary (FI) ICN Logic

After the claim is submitted, an Internal Control Number (ICN) will be created for the claim. The source of the claim is shown in the first six characters of the ICN. ('YY' stands for the last two digits of the year. 'JJJ' stands for the Julian date, 000 to 366, within the year.)

Date Format	Source
YYJJJP	SPBM incoming pharmacy claims
YYJJJX	FI incoming CHC FFS pharmacy claims
YYJJJM	FI MyCare and Managed Care run-out incoming Encounter pharmacy
YYJJJE	FI FFS incoming EDI claims
YYJJJW	FI FFS incoming web portal claims
YYJJJB	FFS incoming Partner State Agency claims
EYYJJJ	FI incoming encounter claim
MYJJJJ	FI Managed Care incoming routed claims

Example:

If today were 2/25/2024 and the claim received came from the Provider Portal, the ICN would be the following:

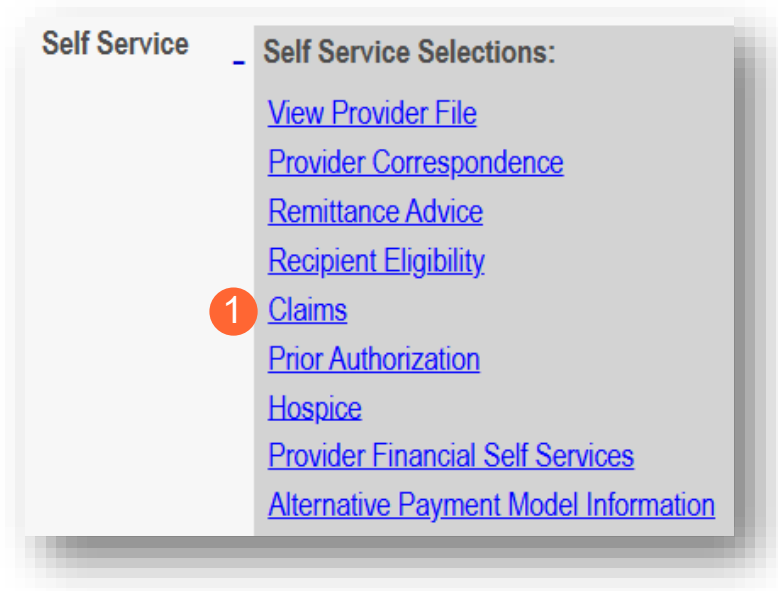
24056W256347

Year	Days this Year	Source of Claim	Number of the claim depending on the number of claims received today
------	----------------------	-----------------------	---

Attachments to a Previously Submitted Claim

This process allows for the addition of attachments to previously submitted claims when they are in Adjudicated, Deny, Open, Pay, or Pend status.

Step 1: Click the 'Claims' hyperlink.



Step 2: The Claims search panel will appear. Enter any or all the following information:

- Internal Control Number—ICN (*tracking number assigned to the claim*)
- Medicaid Billing Number
- Patient Account Number
- Rendering Provider ID
- Amount Billed
- Payor Name (*required field*)
 - Ohio Department of Medicaid
- Claim Type: Professional
- Claims Status
 - Adjudicated
 - Pay
 - Open
 - Deny
 - Pend
- Remittance Advice (RA) Date
- Date of Service From (*does not allow future date*)
- Date of Service To (*does not allow future date*)
- Prescription Number

Step 3: When the criteria is entered, click **Search**.

Note: To clear search data and begin a new search, click **Clear**.

CLAIM SEARCH

Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.

2

ICN

Medicaid Billing Number

Patient Account Number

Rendering Provider ID

Amount Billed

Payor Name *

Ohio Department of Medicaid

Claim Type

Claim Status

PAY

RA Date

mm/dd/yyyy

Date of Service From

mm/dd/yyyy

Date of Service To

mm/dd/yyyy

Prescription Number

Max Records

20

3

Search

Clear

CLAIM SEARCH RESULT

ICN ↑	Medicaid Billing Number	Patient Account Number	Billed Amount	Paid Amount	Claim Type	RA Date	From Date	To Date	Status	Attachment
24255E0046346A2		2563769590	1133.8	441.32	PROFESSIONAL	null	09/09/2024	09/09/2024	PAY	Upload
25085E0064371		1163436079	37.28	18.65	PROFESSIONAL	null	02/28/2025	02/28/2025	PAY	Upload
25085E0064380		2563483030	702.35	70.25	PROFESSIONAL	null	02/27/2025	02/27/2025	PAY	Upload
25085E0037134		1163953588	275.5	5.79	PROFESSIONAL	null	02/25/2025	02/25/2025	PAY	Upload

4

5

Step 4: View the search results displayed at the bottom of the page. For claims in Adjudicated, Deny, Open, Pay, or Pend status, the 'Upload' hyperlink appears in the **Attachment** column.

Step 5: Identify which ICN needs an attachment and click its corresponding '**Upload**' hyperlink.

Note: Any attachments already listed in the claim will appear and can remain or be deleted by clicking the red Delete button.

Provider Medicaid ID: Provider NPI: 1 Provider Name:

*Transaction Type: Professional Claim *Destination Payer Name: Ohio Department of Medicaid *Destination Payer ID: MMISODJFS - Ohio Department c

ATTACHMENT

ICN	Recipient ID	Document Type	Document ID	
		Other Prior Authorization Supporting Documentation	89690	Delete

An asterisk * indicates a required field

*Upload attachment: No file chosen *ICN: 25084E0035899 *Recipient ID: *Document Type:

Step 6: Click 'Choose File' in the **Upload Attachment** area, locate the file on your computer.

Step 7: Select **Document Type** from the drop-down menu.

Note: The ICN and Recipient ID fields are non-editable.

Step 8: Click the blue **Add** button.

Note: Document attachments and uploads are subject to certain constraints:

- A maximum of 10 documents can be sent to the Destination Payer at a time.
- The maximum file size per document upload is 10 MB.
- The following document types are acceptable:
 - Word: doc, docx
 - Excel: xls, xlsx, xlsx, xlsx
 - Image: mdi, jpe, jpeg, jpg, png, gif, bmp, tif, tiff
 - PDF: pdf
 - Other: pi, ec, zip, csv, acrbak, msg

Step 9: After verifying the attachment details, click the '**Send**' button to submit the files for further processing.

- The added attachment appears on a list. Repeat the process above to add other attachments.

Provider Medicaid ID: Provider NPI: 1 Provider Name:

*Transaction Type: Professional Claim *Destination Payer Name: Ohio Department of Medicaid *Destination Payer ID: MMISODJFS - Ohio Department c

ATTACHMENT

ICN	Recipient ID	Document Type	Document ID	
		Other Prior Authorization Supporting Documentation	89690	Delete

An asterisk * indicates a required field

*Upload attachment: No file chosen *ICN: 25084E0035899 *Recipient ID: *Document Type:

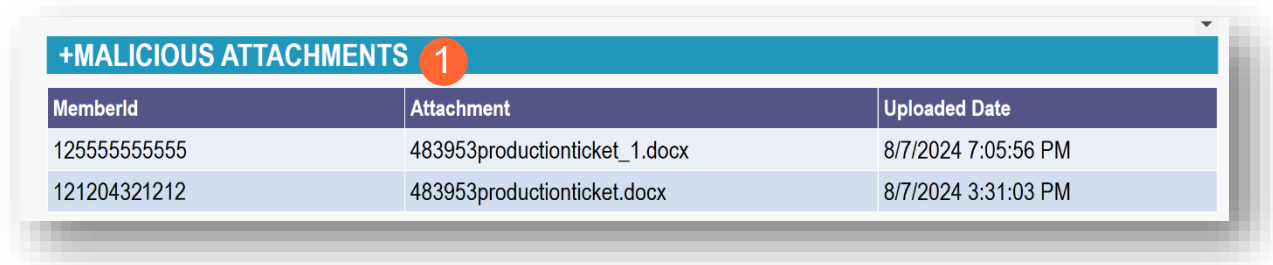
Note: If the user clicks 'Cancel', no attachments will be sent and will be redirected to the 'Search' page.

Malicious Attachments

If a document uploaded during claim submission is found to contain damaging macros, it will be flagged as a 'malicious attachment'. Any flagged malicious attachments will be listed on the claim submission page in the 'Malicious Attachments' section.

Note: Notifications regarding malicious attachments are not sent from PNM.

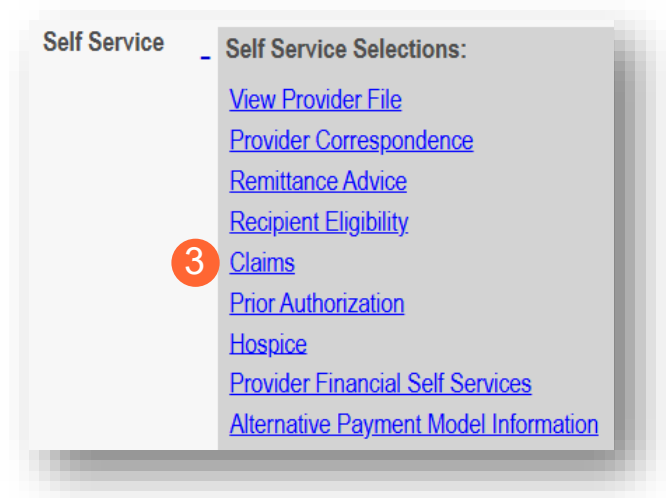
Step 1: Review the malicious attachments list on the claim submission page in the 'Malicious Attachment' section.



+MALICIOUS ATTACHMENTS 1		
MemberId	Attachment	Uploaded Date
12555555555	483953productionticket_1.docx	8/7/2024 7:05:56 PM
121204321212	483953productionticket.docx	8/7/2024 3:31:03 PM

Step 2: Use virus scanning software on your computer to review the document for any malicious data.

Step 3: Upload a 'clean' version of the document by clicking the 'Claims' hyperlink.



Step 4: The Claims search panel will appear. Enter any or all the following information:

- Internal Control Number—ICN (*tracking number assigned to the claim*)
- Medicaid Billing Number
- Patient Account Number
- Rendering Provider ID
- Amount Billed
- Payor Name (*required field*)
 - Ohio Department of Medicaid
- Claim Type: Professional
- Claims Status
 - Adjudicated
 - Pay
 - Open
 - Deny
 - Pend

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- Remittance Advice (RA) Date
- Date of Service From (*does not allow future date*)
- Date of Service To (*does not allow future date*)
- Prescription Number

Step 5: When the criteria is entered, click **Search**.

Note: To clear search data and begin a new search, click **Clear**.

CLAIM SEARCH

Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.

ICN	Claim Type	
Medicaid Billing Number	Claim Status	
	PAY	
Patient Account Number	RA Date	
	mm/dd/yyyy	
Rendering Provider ID	Date of Service From	Date of Service To
	mm/dd/yyyy	mm/dd/yyyy
Amount Billed	Prescription Number	
Payor Name *	Max Records	
Ohio Department of Medicaid	20	

5 **Search** **Clear**

CLAIM SEARCH RESULT

ICN ↑	Medicaid Billing Number	Patient Account Number	Billed Amount	Paid Amount	Claim Type	RA Date	From Date	To Date	Status	Attachment
24255E0046346A2		2563769590	1133.8	441.32	PROFESSIONAL	null	09/09/2024	09/09/2024	PAY	Upload
25085E0064371		1163436079	37.28	18.65	PROFESSIONAL	null	02/28/2025	02/28/2025	PAY	Upload
25085E0064380		2563483030	702.35	70.25	PROFESSIONAL	null	02/27/2025	02/27/2025	PAY	Upload
25085E0037134		1163953588	275.5	5.79	PROFESSIONAL	null	02/25/2025	02/25/2025	PAY	Upload

Step 6: View the search results displayed at the bottom of the page. For claims in Adjudicated, Deny, Open, Pay, or Pend status, the 'Upload' hyperlink appears in the **Attachment** column.

Step 7: Identify which ICN needs an attachment and click its corresponding '**Upload**' hyperlink.

Note: Any attachments already listed in the claim will appear and can remain or be deleted by clicking the red Delete button.

Provider Medicaid ID: Provider NPI: 1 Provider Name:

*Transaction Type: Professional Claim *Destination Payer Name: Ohio Department of Medicaid *Destination Payer ID: MMISODJFS - Ohio Department c

ATTACHMENT

ICN	Recipient ID	Document Type	Document ID
		Other Prior Authorization Supporting Documentation	89690

An asterisk * indicates a required field

*Upload attachment: chosen *ICN: 25084E0035899 *Recipient ID: *Document Type: Add

Step 8: Click 'Choose File' in the **Upload Attachment** area, locate the file on your computer.

Step 9: Select **Document Type** from the drop-down menu.

Note: Recipient ID is the recipient's Medicaid number

Note: The ICN and Recipient ID fields are non-editable.

Step 10: Click the blue **Add** button.

Note: Document attachments and uploads are subject to certain constraints:

- A maximum of 10 documents can be sent to the Destination Payer at a time.
- The maximum file size per document upload is 10 MB.
- The following document types are acceptable:
 - Word: doc, docx
 - Excel: xls, xlsx, xlsm, xlsx
 - Image: mdi, jpe, jpeg, jpg, png, gif, bmp, tif, tiff
 - PDF: pdf
 - Other: pi, ec, zip, csv, acrbak, msg

Step 11: After verifying the attachment details, click the '**Send**' button to submit the files for further processing.

Provider Medicaid ID: Provider NPI: 1 Provider Name:

*Transaction Type: Professional Claim *Destination Payer Name: Ohio Department of Medicaid *Destination Payer ID: MMISODJFS - Ohio Department c

ATTACHMENT

ICN	Recipient ID	Document Type	Document ID
		Other Prior Authorization Supporting Documentation	89690

An asterisk * indicates a required field

*Upload attachment: No file chosen *ICN: 25084E0035899 *Recipient ID: *Document Type: Add

- The added attachment appears on a list. Repeat the process above to add other attachments.

Note: If the user clicks 'Cancel', no attachments will be sent and will be redirected to the 'Search' page.

Appendix 1: Submitting Claims for FQHC and RHC Wraparound Payments

Step 1:

A red asterisk (*) listed next to any field, indicates that field is required to be completed within that section of the Claims Submission page.

On the Claims Submission page, select the 'Professional' Claim Type (including FQHC dental claims).

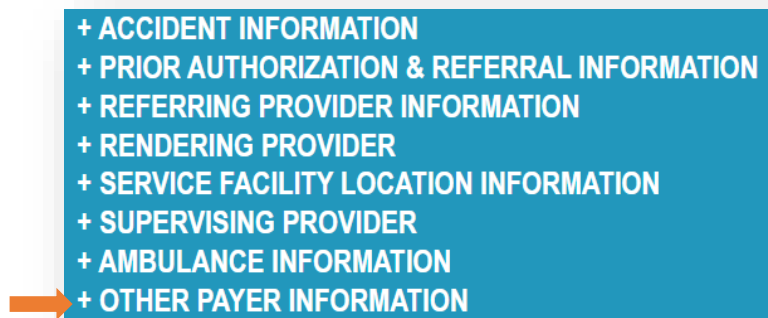
Select the following information from the drop-down lists:

- Destination Payer Name: Ohio Department of Medicaid
- Destination Payer ID: MMISODJFS – Ohio Department of Medicaid
- Destination Payer Responsibility Sequence: The role of ODM as payer of the claim.
 - ODM is the last payer in the sequence.
 - Examples: For an individual who has Medicaid coverage both under managed care and under fee-for-service, the MCO is the Primary payer, and ODM is Secondary. For an individual who has Medicaid coverage both under managed care and under FFS and commercial coverage with one insurance carrier, the commercial carrier is the Primary payer, the MCO is Secondary, and ODM is Tertiary. For an individual who has Medicaid coverage both under managed care and under FFS and coverage with two other insurance carriers, the main carrier is the Primary payer, the next carrier is Secondary, the MCO is Tertiary, and ODM is 4th-level (Quaternary).

The screenshot shows a web form for submitting claims. At the top, there are radio buttons for 'Claim Type': Dental, Institutional, and Professional. The 'Professional' option is selected. To the right, there is a 'Claim Status' dropdown set to 'Pending Submission'. Below these are input fields for 'ICN', 'Paid Amount', and 'Adjudication Date'. At the bottom, there are three required fields marked with a red asterisk: 'Destination Payer Name' (set to 'Ohio Department of Medicaid'), 'Destination Payer ID' (set to 'MMISODJFS - Ohio Depa'), and 'Destination Payer Responsibility Sequence' (set to 'Secondary'). An orange arrow points to the 'Destination Payer Name' dropdown.

Step 2: Scroll down and locate the Other Payer Information section.

Click '+' to expand that section and enter information for the Medicaid Managed Care Organization (MCO).



Step 3: Scroll down and locate the Other Payer Information section.

Enter the information for the other payer. In some fields, specific information is needed. Enter all other applicable coordination-of-benefits (COB) information. ('Subscriber' is the Medicaid Recipient.)

Other Payer Name: The full name of the organization involved with the payment of the claim.

Health Plan ID: The Medicaid Provider ID number for the payer.

Aetna Better Health OhioRISE, 0445886

Aetna Better Health of Ohio MyCare, 0082400

AmeriHealth Caritas ABD, 0461036

AmeriHealth Caritas CFC, 0462293

Anthem Blue Cross and Blue Shield ABD, 0464227

Anthem Blue Cross and Blue Shield CFC, 0464229

Anthem Blue Cross and Blue Shield MyCare, 0115302

Buckeye Health Plan ABD, 0077145

Buckeye Health Plan CFC, 0077148

Buckeye Health Plan MyCare, 0082408

CareSource ABD, 0077191

CareSource CFC, 0077193

CareSource MyCare, 0082409

Humana Healthy Horizons ABD, 0461038

Humana Healthy Horizons CFC, 0462285

Molina HealthCare ABD, 0077182

Molina HealthCare CFC, 0077186

Molina HealthCare MyCare 0082414

Paramount Advantage ABD, 0077188

PROFESSIONAL CLAIMS

Paramount Advantage CFC, 0077190

UnitedHealthcare Community Plan ABD, 0077110

UnitedHealthcare Community Plan CFC, 0077115

United Healthcare Community Plan MyCare, 0082405

Claim Filing Indicator:

Select "HM - Health Maintenance Organization (HMO)" for Medicaid wraparound payments.

Payer Responsibility Sequence: Select the MCO's (or other third-party insurance's) level of responsibility for the payment of the claim.

Subscriber Number: Enter the Medicaid Billing Number (the same Medicaid Billing Number entered under the Recipient Information section of the Claims Submission page).

Policy Number: Enter the same number listed under Subscriber Number (the Medicaid Billing Number).

Group Name: Leave this line item blank.

Insurance Type Code: Leave this line item blank.

Patient Relationship to Subscriber: Select "Self."

Subscriber First Name: Enter the first name of the subscriber to the coverage.

Subscriber Last Name: Enter the last name of the subscriber to the coverage.

Subscriber's Middle Name: Enter the middle name of the subscriber to the coverage.

Subscriber's Address Line 1: Leave this line item blank.

Subscriber's Address Line 2: Leave this line item blank.

Subscriber City: Leave this line item blank.

Subscriber State: Leave this line item blank.

Subscriber Zip: Leave this line item blank.

Claim Adjudication Level: Select "Header."

Claim Number: Enter the ICN of the Managed Care Plan.

Paid Date: Enter the date that the Managed Care claim was paid.

Paid Amount: Enter the amount paid by the MCO.

Non Covered Amount: Leave this line item blank.

After all information has been entered, click **Add**.

Repeat the process if additional payers need to be entered.

- OTHER PAYER INFORMATION

* Other Payer Name :	* Patient Relationship To Subscriber :	Claim Adjudication Level :
* Health Plan ID :	* Subscribers First Name :	Claim Number :
* Claim Filing Indicator :	* Subscriber Last Name :	Paid Date :
* Payer Responsibility Sequence :	Subscriber's Middle Name :	Paid Amount :
* Subscriber Number:	Subscriber's Address Line 1:	Non Covered Amount:
Policy Number:	Subscriber's Address Line 2:	
Group Name:	Subscriber's City:	
Insurance Type Code :	Subscriber's State :	Subscriber's Zip :

Step 4: Click '+' to expand the Header Other Payer Adjustment Information section.

+ OUTPATIENT ADJUDICATION INFORMATION
+ HEADER OTHER PAYER ADJUSTMENT INFORMATION

Health Plan ID: Select the appropriate Health Plan ID from the drop-down menu (*drop-down options will be based on Health Plans listed in the Other Payer Information section*).

Adjustment Group: Select "CO." (Contractual Obligations)

Reason Code: Enter code "45." (Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement).

For example, if submitted charges are \$100 and the MCO paid a total of \$25, then the difference of \$75 is reported with CO 45.

Amount: Enter the difference between the PPS amount and the MCO (and, if applicable, another payer) amount.

Quantity: Leave this line item blank.

After all information has been entered, click **Add**.

Repeat the process if additional payers need to be entered.

- HEADER OTHER PAYER ADJUSTMENT INFORMATION				
* Health Plan ID	* Adjustment Group	* Reason Code	* Amount	Quantity
		Search		
				 Add

Step 5: It is necessary to report COB payment information at the detail level only if the MCO is the secondary payer and another payer is primary.

Click '+' to expand the Other Payer Paid Amount-Service Detail Screen and the Other Payer Adjustment Information–Service Detail sections.

+ OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN
+ OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL

Other Payer Paid Amount – Service Detail Screen

Service Line: Select the appropriate service line for service information entered in the Service Detail section as it relates to the other payer paid amount.

Health Plan ID: Select the appropriate Health Plan ID from the drop-down menu (*drop-down options will be based on Health Plans listed under Other Payer Information section*).

Amount Paid: Enter the amount paid by the other payer.

Paid Service Unit Count: Enter the number of units paid by the other payer (*cannot be greater than billed unit*).

Information is reported about every payer and each payer is entered on a separate line.

After information has been entered, click **Add**.

PROFESSIONAL CLAIMS

Repeat the process if additional payers need to be entered.

- OTHER PAYER PAID AMOUNT-SERVICE DETAIL SCREEN

*Service Line	Procedure Code	*Health Plan ID	*Amount Paid	Paid Date	*Paid Service Unit Count

ADD

PROFESSIONAL CLAIMS

Other Payer Adjustment Information – Service Detail

Service Line: Select the number of the service line in the Service Detail section for which other payer information is being entered.

Health Plan ID: Select the appropriate Health Plan ID from the drop-down menu (*drop-down options will be based on Health Plans listed under Other Payer Information section*).

Adjustment Group: Select the option listed on the Explanation of Benefits (EOB) from the other payer.

CO - Contractual Obligations
CR - Correction and Reversals
OA - Other adjustments
PI - Payor Initiated Reductions
PR - Patient Responsibility

Reason Code: Enter the Reason Code listed on the Explanation of Benefits (EOB) from the other payer.

If you do not know the Reason Code, click 'Search' to look up the appropriate code.

Amount: Enter the amount paid by the other payer.

Quantity: Enter the number of units of service.

Information is reported about every payer and each payer is entered on a separate line.

After information has been entered, click **Add**.

Repeat the process if additional payers need to be entered.

- OTHER PAYER ADJUSTMENT INFORMATION-SERVICE DETAIL						
*Service Line	Procedure Code	*Health Plan ID	*Adjustment Group	*Reason Code	*Amount	Quantity
				Search		
						ADD

Step 6: Make sure that all necessary sections/panels are completed on the Claims Submission page.

Click **Submit** to submit the claim for review.

Save	Submit	Cancel
-------------------------------------	---------------------------------------	---------------------------------------