Medi-Cal Provider Training 2018

Inpatient & Outpatient Services
The Outreach and Education team includes Regional Representatives, the Small Provider Billing Unit (SPBU) and Coordinators who are available to train and assist providers to efficiently submit their Medi-Cal claims for payment.

The Medi-Cal Learning Portal (MLP) brings Medi-Cal learning tools into the 21st Century. Simply complete a one-time registration to gain access to the MLP’s easy-to-use resources. View online tutorials, live and recorded webinars from the convenience of your own office and register for provider training seminars. For more information call the Telephone Service Center (TSC) at 1-800-541-5555 or go to the MLP at http://www.medi-cal.ca.gov/education.asp.

Free Services for Providers

Provider Seminars and Webinars
Provider training seminars and webinars offer basic and advanced billing courses for all provider types. Seminars are held throughout California and provide billing assistance services at the Claims Assistance Room (CAR). Providers are encouraged to bring their more complex billing issues and receive individual assistance from a Regional Representative.

Regional Representatives
The 24 Regional Representatives live and work in cities throughout California and are ready to visit providers at their office to assist with billing needs or provide training to office staff.

Small Provider Billing Unit
The four SPBU Specialists are dedicated to providing one-on-one billing assistance for one year to providers who submit fewer than 100 claim lines per month and would like some extra help. For more information about how to enroll in the SPBU Billing Assistance and Training Program, call 916-636-1275 or 1-800-541-5555.

All of the aforementioned services are available to providers at no cost!
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Inpatient Common Denials

Introduction

Purpose

This module will familiarize participants with an overview of the most common denial messages providers receive when billing for inpatient services on the UB-04 claim form.

Module Objectives

- Identify common claim denial messages for inpatient services
- Provide an overview of claims follow-up for denied claims
- Show common billing errors that cause denials
- Offer billing tips to prevent claim denials

Acronyms

A list of current acronyms is located in the Appendix section of each complete workbook.
Claim Denial Description

Denied claims represent claims that are incomplete, services billed that are not payable or information given by the provider that is inappropriate. Many Remittance Advice Details (RAD) codes and messages include billing advice to help providers correct denied claims. It is important to verify information on the original claim against the RAD.

Free-Form Denial Codes

Free-form denial codes indicate free-form denial messages that allow Medi-Cal claims examiners to return unique messages that more accurately describe claim submittal errors and denial reasons. Free-form denial codes contain four digits beginning with the prefix 9. Refer to the Remittance Advice Details (RAD) Codes and Messages: 9000 – 9999 section (remit cd9000) of the Part 1 provider manual for the complete list.
Overview of Denied Claims Follow-Up Options

When providers receive confirmation that a claim has been denied, they can pursue follow-up options to get the claim reimbursed, depending on the reason for the denial. There are four main follow-up procedures available to providers:

- Rebill the claim
- Submit a Claims Inquiry Form (CIF)
- Submit an appeal
- Write or call the Correspondence Specialist Unit (CSU)

**Timeliness Policy**
Timeliness must be adhered to for proper submission of follow-up claim forms.

<table>
<thead>
<tr>
<th>Follow-Up Action</th>
<th>Submission Deadline</th>
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<tr>
<td>Rebill a Claim</td>
<td>Six months from the month of service</td>
</tr>
<tr>
<td>Submit a CIF</td>
<td>Within six months of the denial date on the RAD</td>
</tr>
<tr>
<td>Submit an Appeal</td>
<td>Within 90 days of the denial date on the RAD</td>
</tr>
</tbody>
</table>

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January 2018 3
Inpatient Services RAD Code Chart

Top Common RAD Code Denials

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Denied Claim Root Causes

RAD Code 0010

Denied Claim Message

| RAD Code: 0010 | This service is a duplicate of a previously paid claim. |

Root Cause of Denial

Claim history identifies a payment for a National Provider Identifier (NPI) with the same recipient ID, date of service and procedure code.

Billing Tips

- Ensure you have reconciled all payments with the RAD.
- Verify the following on the RAD:
  - Provider number
  - Recipient number
  - “From-Thru” date of service
  - Procedure code
  - Modifier (if appropriate)
- If unable to locate claim payment on the RAD and are within six months from the month of service, you can submit a CIF tracer to assist in locating your Warrant Number and payment date.
  - CIF tracer does not keep your claim timely.
- Submit an appeal within 90 days from the date on the RAD.
- Should the denied provider choose to dispute the claim and there is no resolution between the two providers regarding the dates in question, Medi-Cal could recoup the full reimbursement of the original erroneously paid claim, and will not make an adjustment without a correction request from that provider.

Incorrectly paid and denied claims can also create incorrect provider reimbursement data and inaccuracies in the health service records that may impact beneficiary share of cost (SOC), access to services and estate recovery.

For assistance in resolving these issues, providers are advised to write to the Correspondence Specialist Unit (CSU) at:

Correspondence Specialist Unit
P.O. Box 13029
Sacramento, CA  95813-4029
RAD Code 0314

Denied Claim Message

| RAD Code: 0314 | Recipient is not eligible for the month of service billed. |

Root Cause of Denial
Recipient has an unmet share of cost (SOC) on the date of service.

Billing Tips
- Verify if the recipient’s share of cost has been met and spent down in the Point of Service (POS) Network, ensuring the recipient is eligible for the month of service.
- Verify date of service on the claim is correct.
- Submit an appeal within 90 days from the date of service on the RAD. Attach a copy of the eligibility printout as proof the share of cost (SOC) has been met.

NOTES
RAD Code 0036

Denied Claim Message

| RAD Code: 0036 | RTD (Resubmission Turnaround Document) was either not returned or was returned uncorrected; therefore, your claim is formally denied. |

Root Cause of Denial
RTD was not received by the date indicated on the RAD.

Billing Tips
- Rebill the claim with the missing or incorrect information if within six months from the month of service.
- If outside the six-month billing limit, submit a CIF within six months from the date of the RAD.
- Submit an appeal within 90 days from the date of the RAD.
- If the RTD form is unavailable, or you are unsure of what caused the RTD, review the claim originally submitted to Medi-Cal to ensure claim was submitted according to claim submission guidelines.

NOTES
RAD Code 0037

Denied Claim Message

| RAD Code: 0037 | Health Care Plan enrollee, capitated service not billable to Medi-Cal. |

Root Cause of Denial

Providers did not verify recipient eligibility prior to rendering services for each recipient who presents a plastic Benefits Identification Card (BIC), Managed Care Plan (MCP) card, Paper Immediate Need or Minor Consent card.

Billing Tips

- Verify the recipient’s eligibility.
- Verify the recipient’s 14-character ID number on the RAD is the same as what was reported on the eligibility response and claim.
- Check the county code.
  - Contact the managed care plan for any specific billing instructions.
  - Bill the Managed Care Plan (MCP).

NOTES
RAD Code 0002

 Denied Claim Message

| RAD Code: 0002 | The recipient is not eligible for benefits under the Medi-Cal program or other special programs. |

 Root Cause of Denial

 Recipient is not eligible for Medi-Cal benefits on the date of service being billed.

 Billing Tips

 - Verify if the recipient's Social Security Number (SSN) or the number and date of issue on the BIC.
 - Verify recipient’s eligibility with a valid Medi-Cal BIC prior to rendering service, except in an emergency.
 - Validate the recipient identification number billed on the claim matches the number on the BIC.
 - Verify eligibility on the Point of Service (POS) network.
 - Check recipient’s date of birth and issue date of the BIC.
 - Keep record of the Eligibility Verification Confirmation (EVC) number.

 Refer to the Eligibility: Recipient Identifications Cards section (elig rec crd) of the Part 1 provider manual.

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January 2018
RAD Code 0657

Denied Claim Message

| RAD Code: 0657 | Recipient not eligible for Medi-Cal benefits until payment/denial information is given from other insurance carrier. |

Root Cause of Denial

The Explanation of Benefits (EOB) from the other health insurance carrier was not submitted with the claim.

Billing Tips

- Verify eligibility prior to rendering services.
- Bill other insurance prior to submitting the claim to Medi-Cal.
- Submit EOB with claim indicating payment/denial information.
RAD Code 0105

Denied Claim Message

| RAD Code: 0105 | This service requires a valid sterilization Consent Form. |

Root Cause of Denial
Claim was submitted without a sterilization Consent Form (PM 330).

Billing Tips
- Instructions must be followed exactly or the PM 330 will be returned and reimbursement delayed or denied.
- For more information regarding claim form completion requirements, refer to the Sterilization section (ster) in the Part 2 provider manual.
RAD Code 9968

Denied Claim Message

| RAD Code: 9968 | No Approved TAR on File for APR-DRG Inpatient Admission. |

Root Cause of Denial

An approved *Treatment Authorization Request* (TAR) was not on file for the date of admission.

Billing Tips

- An admit TAR is a TAR that is submitted to request authorization for the entire hospital stay.
- For DRG-reimbursed hospitals, most inpatient stays require only an admit TAR and not a daily TAR.
- Confirm the TAR is for the same date as the admission date on the claim.
- Verify TAR was approved and not cancelled.
- Review the *Diagnosis-Related Groups (DRG): Inpatient Services* section (diagnosis inpatient) of the Part 2 provider manual for exceptions.

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RAD Code 0005

Denied Claim Message

| RAD Code: 0005 | The service billed requires an approved TAR (Treatment Authorization Request). |

Root Cause of Denial

TAR field number on the claim was blank or the TAR listed on the claim was not approved.

Billing Tips

- Verify the TAR number on the claim.
- Verify the date(s) of service on the claim matches the date(s) on the TAR.
- Verify the TAR was approved.
A Inpatient Common Denials

RAD Code 0012

Denied Claim Message

| RAD Code: 0012 | Medi-Cal benefits cannot be paid without proof of payment/description of the denial from Medicare. |

Root Cause of Denial
Recipient had Medicare/Medi-Cal and the claim was not billed as crossover with appropriate attachment(s).

Billing Tips
- Verify recipient’s eligibility.
- Bill the claim as a crossover claim.
- Ensure the Medicare RA is attached with the claim.

NOTES
Inpatient Common Billing Errors

The following fields must be completed accurately and completely on the *UB-04* claim form to avoid claims suspense or denial.

**NOTE**
The following table can be found in *UB-04 Tips for Billing: Inpatient Services* section (ub tips ip) in the Part 2 Inpatient Services manual.

<table>
<thead>
<tr>
<th>Box#</th>
<th>Field Name</th>
<th>Error</th>
</tr>
</thead>
</table>
| 18 – 24 | CONDITION CODES | Omitting codes or entering a Medi-Cal local billing limit exception code (X0, X1 – X9)  
**Billing Tip:** The delay reason code is entered (Box 37A) of the claim. Enter codes in numeric-alpha order. For example, 80, 82, A1. |
| 39 – 41 (A – D) | VALUE CODES AND AMOUNT (Patient’s SOC) | Missing value code information. Entering only the value code and not the amount. Entering only the amount and not the value code.  
**Billing Tip:** Value codes and amounts should be entered from left to right, top to bottom in numeric-alpha sequence starting with the lowest level. Value code information is required for Medicare/Medi-Cal crossovers. |
| 50 (A – C) | PAYER NAME | Missing all payer information  
**Billing Tip:** Enter the “I/P” indicator. |
| 54 (A – B) | PRIOR PAYMENTS (Other Coverage) | Missing prior payment or Other Health Coverage not indicated  
**Billing Tip:** Enter the patient’s other health insurance payment. Do not enter Medicare payments in this box. |
| 56 | NPI | Missing or incorrect NPI number  
**Billing Tip:** Enter the NPI. |
| 60 (A – C) | INSURED’S UNIQUE ID | Entering the recipient’s Medi-Cal ID number incorrectly  
**Billing Tip:** Verify the recipient is eligible for the services rendered by using the POS network. Do not enter the Medicare ID number. |
<table>
<thead>
<tr>
<th>Box #</th>
<th>Field Name</th>
<th>Error</th>
</tr>
</thead>
</table>
| 63 (A – C) | TREATMENT AUTHORIZATION CODES                  | Entering EVC number instead of the TAR number  
**Billing Tip:** The EVC number is only for verifying eligibility and should not be entered on the claim. |
| 66    | DX                                             | Missing ICD indicator  
**Billing Tip:** An ICD Indicator of “0” is required for dates of service/discharge on or after October 1, 2015. |
| 74 (A – B) | PRINCIPAL PROCEDURE CODE AND DATE              | Missing or incorrect ICD-10-PCS code or a CPT-4/HCPCS procedure code entered |
| 76    | ATTENDING PHYSICIAN ID                         | Missing or incorrect attending physician’s NPI  
**Billing Tip:** Do not enter the operating or admitting NPI in this field. |
| 77    | OPERATING PHYSICIAN ID                         | Missing or incorrect operating physician’s Medi-Cal provider number/ID Qualifier/NPI |
| 78 – 79 | OTHER (Admitting Physician Provider Number) NPI | Missing or incorrect admitting physician’s NPI                       |
| 80    | REMARKS                                        | Reducing font size or abbreviating terminology to fit in the field  
**Billing Tip:** If additional information cannot be completely entered in this field, attach the additional information to the claim. Reducing font size and abbreviating terminology may result in scanning difficulties and/or medical review denials. |

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January 2016
Knowledge Review

Match the RAD Denial Codes in the second column to the most appropriate definition.

1. _____ RAD 0010  
A) Medi-Cal benefits cannot be paid without proof of payment/description of the denial from Medicare.

2. _____ RAD 0314  
B) The service billed requires an approved TAR (Treatment Authorization Request).

3. _____ RAD 0036  
C) No Approved TAR on File for APR-DRG Inpatient Admission.

4. _____ RAD 0037  
D) This service requires a valid sterilization Consent Form.

5. _____ RAD 0002  
E) Recipient not eligible for Medi-Cal benefits until payment/denial information is given from other insurance carrier.

6. _____ RAD 0657  
F) The recipient is not eligible for benefits under the Medi-Cal program or other special programs.

7. _____ RAD 0105  
G) This service is a duplicate of a previously paid claim.

8. _____ RAD 0005  
H) RTD (Resubmission Turnaround Document) was either not returned or was returned uncorrected; therefore, your claim is formally denied.

9. _____ RAD 9968  
I) Health Care Plan enrollee, capitated service not billable to Medi-Cal.

10. _____ RAD 0012  
J) Recipient is not eligible for the month of service billed.

Answer Key: 1) G; 2) J; 3) H; 4) I; 5) F; 6) E; 7) D; 8) B; 9) C; 10) A
Resource Information

References
The following reference materials provide Medi-Cal program and eligibility information.

Provider Manual References

Part 1
Appeal Process Overview (Appeal)
CIF Overview (cif)
Remittance Advice Details (RAD) Codes and Messages: 001 – 099 (remit cd001)
Remittance Advice Details (RAD) Codes and Messages: 100 – 199 (remit cd100)
Remittance Advice Details (RAD) Codes and Messages: 200 – 299 (remit cd200)
Remittance Advice Details (RAD) Codes and Messages: 300 – 399 (remit cd300)
Remittance Advice Details (RAD) Codes and Messages: 9000 – 9999 (remit cd900)
Resubmission Turnaround Document (RTD) Overview (resub)

Part 2
Appeal Form Completion (appeal form)
CIF Special Billing Instructions for Inpatient Services (cif sp ip)
Diagnosis-Related Groups (DRG): Inpatient Services (diagnosis ip)
Sterilization (ster)
UB-04 Completion: Inpatient Services (ub comp ip)
UB-04 Tips for Billing: Inpatient Services (ub tips ip)
Outpatient Common Denials

Introduction

Purpose

This module will familiarize participants with an overview of the most common denial messages providers receive when billing for outpatient services on the UB-04 claim form.

Module Objectives

- Identify common claim denial messages for outpatient services
- Provide an overview of claims follow-up for denied claims
- Show common billing errors that cause denials
- Offer billing tips to prevent claim denials

Acronyms

A list of current acronyms is located in the Appendix section of each complete workbook.
Claim Denial Description

Denied claims represent claims that are incomplete, services billed that are not payable or information given by the provider that is inappropriate. Many Remittance Advise Details (RAD) codes and messages include billing advice to help providers correct denied claims. It is important to verify information on the original claim against the RAD.

Free-Form Denial Codes

Free-form denial codes indicate free-form denial messages that allow Medi-Cal claims examiners to return unique messages that more accurately describe claim submittal errors and denial reasons. Free-form denial codes contain four digits beginning with the prefix 9. Refer to the Remittance Advice Details (RAD) Codes and Messages: 9000 – 9999 section (remit cd9000) of the Part 1 provider manual for the complete list.
Overview of Claims Follow-Up Options

When providers receive confirmation that a claim has been denied, they can pursue follow-up options to get the claim paid, depending on the reason for the denial. There are four main follow-up procedures available to providers:

- Rebill the claim
- Submit a Claims Inquiry Form (CIF)
- Submit an appeal
- Contact the Correspondence Specialist Unit (CSU)

Timeliness Policy
Timeliness must be adhered to for proper submission of follow-up claim forms.

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<tr>
<th>Follow-Up Action</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Rebill a Claim</td>
<td>Six months from the month of service.</td>
</tr>
<tr>
<td>Submit a CIF</td>
<td>Within six months of the denial date (on RAD)</td>
</tr>
<tr>
<td>Submit an Appeal</td>
<td>Within 90 days of the denial date on the RAD</td>
</tr>
</tbody>
</table>

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Outpatient Services RAD Code Chart

Top Common RAD Code Denials

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Denied Claim Root Causes

RAD Code 0037

Denied Claim Message

| RAD CODE: 0037 | Health Care Plan enrollee, capitated service not billable to Medi-Cal. |

Root Cause of Denial

Providers did not verify recipient eligibility prior to rendering services for each recipient who presents a plastic Benefits Identification Care (BIC), Managed Care Plan (MCP) card, Paper Immediate Need or Minor Consent card.

Billing Tips

- Verify the recipient’s eligibility.
- Verify the recipient’s 14-character ID number on the RAD is the same as what was reported on the eligibility response and claim.
- Check the county code.
  - Contact the managed care plan for any specific billing instructions.
  - Bill the Managed Care Plan (MCP).

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December 2017
Outpatient Common Denials

RAD Code 0626

Denied Claim Message

| RAD CODE: 0626 | Non-emergency related services are not payable for aid code 55 recipients. |

Root Cause of Denial
Provider billed non-emergency services when the recipient is only eligible for pregnancy-related, postpartum and emergency services.

Billing Tips
- Verify the recipient’s eligibility prior to rendering services.

NOTE
If the services were emergency-related, refer to the “Emergency Certification” heading in the UB-04 Completion: Outpatient Services section (ub comp op) of the Part 2 provider manual.
RAD Code 0362

Denied Claim Message

| RAD CODE: 0362 | Procedure number billed is not an authorized Medi-Cal procedure code. |

Root Cause of Denial
Provider billed for a procedure code that was not a Medi-Cal benefit on the date of service.

Billing Tips
- Verify procedure code is a valid Medi-Cal benefit via Transaction Services or contact the Telephone Service Center (TSC) at 1-800-541-5555.
RAD Code 0145

Denied Claim Message

| RAD CODE: 0145 | This procedure is not a Medi-Cal benefit on this date of service. |

Root Cause of Denial

Provider billed for a service that is not a Medi-Cal benefit on the date of service.

Billing Tips

- Verify procedure code and modifier, if required
- Verify the “From-Thru” dates of service
- Verify authorization information
- Verify revenue code
RAD Code 0033

Denied Claim Message

| RAD CODE: 0033 | The recipient is not eligible for the special program billed and/or restricted services billed. |

Root Cause of Denial
Recipient is not eligible for the service(s) being billed.

Billing Tips
- Verify recipient aid code(s)
- Confirm recipient may be restricted to special programs and/or service eligibility.
- Ensure provider is eligible to bill for special programs and/or services by verifying provider’s Category of Service with administrator.

Refer to the Eligibility: Service Restrictions section (elig restrict) of the Part 1 provider manual for restricted services codes and messages.
Outpatient Common Denials

RAD Code 0010

Denied Claim Message

| RAD CODE: 0010 | This service is a duplicate of a previously paid claim. |

Root Cause of Denials
Claim history identifies a payment for a National Provider Identifier (NPI) with the same recipient ID, date of service and procedure code.

Billing Tips
- Ensure that you have reconciled all payments with the RAD.
- Verify the following on the RAD:
  - Provider number
  - Recipient number
  - “From-Thru” date of service
  - Procedure code
  - Modifier
- If unable to locate claim payment on the RAD and are within six months from the month of service, you can submit a CIF tracer to assist in locating your Warrant Number and payment date.
  - CIF tracer does not keep your claim timely.
- Submit an appeal within 90 days from the date on the RAD.
- Should the denied provider choose to dispute the claim and there is no resolution between the two providers regarding the dates in question, Medi-Cal could recoup the full reimbursement of the original erroneously paid claim, and will not make an adjustment without a correction request from that provider.

Incorrectly paid and denied claims can also create incorrect provider reimbursement data and inaccuracies in the health service records that may impact beneficiary share of cost (SOC), access to services and estate recovery.

For assistance in resolving these issues, providers are advised to write to the Correspondence Specialist Unit (CSU) at:

Correspondence Specialist Unit
P.O. Box 13029
Sacramento, CA  95813-4029
RAD Code 9898

Denied Claim Message

| RAD CODE: 9898 | HCPCS Qualifier and NDC (National Drug Code)/UPN (Universal Product Number) is invalid. |

Root Cause of Denial
The HCPCS qualifier and/or NDC/UPN is invalid.

Billing Tips

- Verify the product ID qualifier N4 followed by the 11-digit NDC (no spaces or hyphens) is directly following the last digit of the NDC (no space); followed by the two-character unit of measure and numeric quantity.
- Verify the NDC number on the claim is consistent with the 5-4-2 format. Hyphens (-) separate the NDC number into three segments. An 11-digit number must be entered on the claim.
- Verify the NDC is contracted with Medi-Cal.

Refer to the following Part 2 provider manual sections for more information:

- Physician-Administered Drugs – NDC: UB-04 Billing Instructions (physician ndc ub)
- Drugs: Contract Drugs List Part 5 Authorized Drug Manufacturer Labeler Codes (drugs cdl p5)

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December 2017
B  Outpatient Common Denials

RAD Code 9109

Denied Claim Message

| RAD CODE: 9109 | This service is not payable for the diagnosis billed. |

Root Cause of Denial
Provider billed for a diagnosis code that is not payable for this service.

Billing Tips
- Verify procedure code is a valid Medi-Cal benefit via Transaction Services or contact the Telephone Service Center (TSC) at 1-800-541-5555.
- Ensure provider is eligible to bill for the service by verifying provider’s Category of Service with administrator.

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RAD Code 0314

Denied Claim Message

| RAD CODE: 0314 | Recipient is not eligible for the month of service billed. |

Root Cause of Denial
The recipient has an unmet SOC on the date of service.

Billing Tips
- Verify if the recipient’s SOC has been met and spent down in the Point of Service (POS) network, ensuring the recipient is eligible for the month of service.
- Verify date of service on the claim is correct.
- Submit an appeal within 90 days from the date on the RAD.

Attach a copy of the eligibility printout as proof that SOC has been met.

NOTES
B Outpatient Common Denials

RAD Code 9671

Denied Claim Message

| RAD CODE: 9671 | Procedure code has not been authorized by CCS/GHPP (California Children’s Services/Genetically Handicapped Persons Program). |

Root Cause of Denial

Provider billed procedure and/or diagnosis code(s) not authorized by the California Children’s Services (CCS) and Genetically Handicapped Persons Program (GHPP).

Billing Tips

- Verify procedure code and diagnosis code(s) are valid CCS/GHPP benefits via Transaction Services or contact the Telephone Service Center (TSC) to confirm at 1-800-541-5555.
- Ensure provider is eligible to bill for the service(s) by verifying the CCS/GHPP Service Code Groupings in the California Children’s Services (CCS) Program Service Code Groupings section (cal child serv) of the Part 2 provider manual.

NOTES
## Outpatient Common Billing Errors

The following fields must be completed accurately and completely on the *UB-04* claim form to avoid suspended or denied claims.

**NOTE**  
The following table is also available in the *UB-04 Tips for Billing* section (ub tips op) in the appropriate Part 2 Outpatient Services manual.

<table>
<thead>
<tr>
<th>Box#</th>
<th>Field Name</th>
<th>Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>STATEMENT COVERS PERIOD (FROM-THROUGH)</td>
<td>Entering information in this field, which is not required by Medi-Cal for outpatient claims.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Billing Tip:</strong> For outpatient “from-through” billing instructions, see the <em>UB-04 Special Billing Instructions for Outpatient Services</em> section (ub spec op) of the appropriate Part 2 provider manual.</td>
</tr>
<tr>
<td>18 – 24</td>
<td>CONDITION CODES</td>
<td>Omitting codes or entering a Medi-Cal local billing limit exception code (A, 1 – 9)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Billing Tip:</strong> The delay reason code is entered in the unlabeled field (Box 37A) of the claim. Enter codes in numeric-alpha order. For example, 80, 82, X1.</td>
</tr>
<tr>
<td>39 – 41</td>
<td>VALUE CODES AND AMOUNT (Patient's SOC)</td>
<td>Missing value code information. Entering only the value code and not the amount. Entering only the amount and not the value code.</td>
</tr>
<tr>
<td>(A – D)</td>
<td></td>
<td><strong>Billing Tip:</strong> Value codes and amounts should be entered from left to right, top to bottom in numeric-alpha sequence starting with the lowest level. Value code information is required for Medicare/Medi-Cal crossovers.</td>
</tr>
<tr>
<td>43</td>
<td>DESCRIPTION</td>
<td>Omitting individual dates of service required after entering description of services rendered</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Billing Tip:</strong> The description must identify the particular service code indicated in the <em>HCPCS/Rate</em> field (Box 44). For more information, refer to the specific policy section in this manual or the CPT-4 codebook.</td>
</tr>
</tbody>
</table>
### Outpatient Common Denials

<table>
<thead>
<tr>
<th>Box#</th>
<th>Field Name</th>
<th>Error</th>
</tr>
</thead>
</table>
| 44   | HCPCS/RATE/HIPPS CODE             | Entering incorrect code for provider type, omitting procedure code or omitting modifier(s)  
**Billing Tip:** Revenue codes are increasingly required on outpatient claims, including:  
- Community-Based Adult Services (CBAS)  
- Home and Community-Based Waiver Services (select codes)  
- Hospice (room and board only)  
- EAPC (all codes)  
EAPC claims must include the required revenue code in the *Revenue Code* field (Box 42) and the HCPCS code, immediately followed by the appropriate modifier, in the *HCPCS/Rate* field (Box 44). Claims submitted without all three will be denied.  
For Section 340B provider submitting claims for physician administered drugs: omitting the modifier UD.  
**Billing Tip:** Check instructions in the *UB-04 Completion: Outpatient Services* section (ub comp op) of the Part 2 provider manual for the appropriate location of modifier UD for Section 340B drugs on the *UB-04*. |
| 46   | SERVICE UNITS                     | Entering the wrong service units as required by the billing code  
**Billing Tip:** Although this is a seven-digit field, Medi-Cal only allows three digits. |
| 54   | PRIOR PAYMENTS (Other Coverage)   | Missing prior payment or Other Health Coverage not indicated  
**Billing Tip:** Enter the patient’s other health insurance payment. Do not enter Medicare payments in this box. |
| 60   | INSURED’S UNIQUE ID               | Entering the recipient Medi-Cal ID number incorrectly  
**Billing Tip:** Verify the recipient is eligible for the services rendered by using the POS network or Automated Eligibility Verification System (AEVS). Do not enter the Medicare ID number. |
| 63   | TREATMENT AUTHORIZATION CODES     | Entering Eligibility Verification Confirmation (EVC) number instead of the TAR number  
**Billing Tip:** The EVC number is only for verifying eligibility and should not be entered on the claim. |
| 66   | DX                                | Missing ICD indicator  
**Billing Tip:** An ICD Indicator of “0” is required for dates of service on or after October 1, 2015. |
| 80   | REMARKS                           | Reducing font size or abbreviating terminology to fit in the field  
**Billing Tip:** If additional information cannot be completely entered in this field, attach the additional information to the claim. Reducing font size and abbreviating terminology may result in scanning difficulties and/or medical review denials. |
Knowledge Review 1

Fill in the blanks to complete the common RAD messages:

1. 0037: ______________ enrollee, capitated service not billable to Medi-Cal.
2. 0010: This service is a __________________ of a previously paid claim.
3. 0626: Non-emergency related services are __________________ for aid code 55 recipients.
4. 0362: ______________ billed is not an authorized Medi-Cal procedure code.
5. 0314: Recipient is not eligible for the ______________ of service billed.

NOTES

__________________________________________

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__________________________________________

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__________________________________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

Answer Key: 1) Health Care Plan; 2) duplicate; 3) not payable; 4) Procedure number; 5) month
Outpatient Common Denials

Knowledge Review 2

Match the RAD Denial Codes in the second column to the most appropriate definition.

1. _____ RAD 0145
   A) HCPCS Qualifier and NDC (National Drug Code)/UPN (Universal Product Number) is invalid.

2. _____ RAD 0033
   B) Procedure code has not been authorized by CCS/GHPP (California Children’s Services/Genetically Handicapped Persons Program).

3. _____ RAD 9671
   C) This procedure is not a Medi-Cal benefit on this date of service.

4. _____ RAD 9109
   D) The recipient is not eligible for the special program billed and/or restricted services billed.

5. _____ RAD 9898
   E) This service is not payable for the diagnosis billed.

NOTES

Answer Key: 1) C; 2) D; 3) B; 4) E; 5) A
Resource Information

References

The following reference materials provide Medi-Cal program and eligibility information.

Provider Manual References

Part 1

Appeal Process Overview (appeal)
CIF Overview (cif)
Eligibility: Service Restrictions (elig rstrict)
Remittance Advice Details (RAD) Codes and Messages: 001 – 099 (remit cd001)
Remittance Advice Details (RAD) Codes and Messages: 100 – 199 (remit cd100)
Remittance Advice Details (RAD) Codes and Messages: 200 – 299 (remit cd200)
Remittance Advice Details (RAD) Codes and Messages: 300 – 399 (remit cd300)
Remittance Advice Details (RAD) Codes and Messages: 600 – 699 (remit cd600)
Remittance Advice Details (RAD) Codes and Messages: 9000 – 9999 (remit cd9000)
Resubmission Turnaround Document (RTD) Overview (resub)

Part 2

Appeal Form Completion (appeal form)
CIF Special Billing Instructions for Outpatient Services (cif sp op)
UB-04 Completion: Outpatient Services (ub comp op)
UB-04 Special Billing Instructions for Outpatient Services (ub spec op)
UB-04 Tips for Billing: Outpatient Services (ub tips op)
Crossover Claims

Introduction

Purpose

The purpose of this module is to familiarize participants with the Medi-Cal claim process for recipients who are eligible for both Medicare and Medi-Cal.

Module Objectives

- Identify the components of Medicare/Medi-Cal crossover claims
- Identify the different types of Medicare eligibility (Scope of Coverage)
- Define Qualified Medicare Beneficiary (QMB), aid code 80
- Discuss crossover claim reimbursement and “zero pay” crossovers
- Understand billing for Medicare non-covered services, exhausted services and non-eligible recipients
- Discuss automatic crossover billing procedures and billing tips for specific claim types
- Review crossover completion requirements for inpatient, outpatient, medical and allied health claims
- Discuss crossover claims follow-up and Claims Inquiry Form (CIF)
- Review common remittance advice details (RAD) codes and payment examples of Medicare/Medi-Cal claims
- Provide an overview of Charpentier claims

Acronyms

A list of current acronyms is located in the Appendix section of each complete workbook.
Crossover Claim Description

Some Medi-Cal recipients are eligible for services under the federal Medicare program. For most services rendered, Medicare requires a deductible and/or coinsurance that, in some instances, is paid by Medi-Cal. A claim billed to Medi-Cal for the Medicare deductible and/or coinsurance is called a crossover claim. This type of claim has been approved or paid by Medicare.

Medi-Cal recipients may be Medicare-eligible if they are 65 years or older, blind, disabled have end stage renal disease or if the Medi-Cal eligibility verification system indicates Medicare coverage.

Medicare/Medi-Cal Crossover Claim Terminology

- **Crossover**: A claim billed to Medi-Cal for the Medicare deductible and/or coinsurance is called a crossover claim. This type of claim has been approved or paid by Medicare.
- **Deductible**: The dollar amount Medicare recipients must pay for Part A or Part B services prior to receiving Medicare benefits.
- **Coinsurance**: The remaining balance of the Medicare Allowed Amount after a Medicare payment.
- **Co-payments**: The amount required by Medicare Part C or D when services are rendered or drugs are purchased. (Providers may choose to waive these co-payments or may deny service if a recipient cannot pay this amount. Medi-Cal does not generally pay for co-payments.)
- **Health Insurance Claim (HIC) number**: The Medicare recipient’s identification number.

Knowledge Review

A crossover claim is a claim billed to Medi-Cal for the Medicare __________________ and __________________.

**Answer Key**: coinsurance, deductible
Medicare Health Care Benefits

Scope of Coverage

Medicare divides its services into specific classifications: Part A, Part B, Part C and Part D. Recipients may be covered for Part A only, Part B only, Part D only or a combination of services.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part A</td>
<td>Inpatient Hospital Services, Skilled Nursing Facility Services, Hospice, and Home Health Care</td>
</tr>
<tr>
<td>Part B</td>
<td>Outpatient Hospital Services, Physician Services, and Home Health (if recipient is Part B eligible only)</td>
</tr>
<tr>
<td>Part C</td>
<td>Medicare Advantage Plans (MSA/PFFS/SNP/HMO/PPO – not crossover claims)</td>
</tr>
<tr>
<td>Part D</td>
<td>Prescription drugs not covered by Parts A, B or C (not crossover claims)</td>
</tr>
</tbody>
</table>

For a more extensive and current list of Medicare-covered services, refer to the annual Medicare & You publication available online at (www.medicare.gov).

Part A – Inpatient Services

Medicare provides coverage for inpatient hospital services, skilled nursing facility services, hospice and home health care services under Part A. These services are reflected on the Medicare Remittance Advice (RA).

NOTE

If a recipient does not have Part A coverage, the Medicare Part A contractor will pay for the services otherwise covered by Part B from funds held in trust for this purpose.

Providers must bill straight Medi-Cal for inpatient Part B-only type of claims because Medi-Cal does not process these as crossover claims. For inpatient Part B-only services, bill as straight Medi-Cal on the UB-04 claim form showing the Medicare Part B payment as Other Health Coverage (OHC). Refer to the appropriate Part 2 provider manual for billing instructions.
Part B – Outpatient and Professional Services
Medicare provides coverage for medically necessary, professional services and some preventive outpatient services under Part B eligibility. Outpatient claims (Part B services billed to Part A contractors) are reflected on the Medicare National Standard Intermediary Remittance Advice (MNSIRA). Providers are required to submit hard copy outpatient crossover claims with the Medicare electronic Remittance Advice (RA) information formatted in the MNSIRA. PCPrint Software is used to access and print the Medicare electronic RA in this format. The software is free and available through the Medicare Part A contractors. Part B (outpatient services) billed to Part B (contractors) medical claims are reflected on the Medicare Remittance Notice (MRN).

Part C – Medicare Advantage Plans
A Medicare recipient may choose to join a Medicare Advantage Plan (MSA/PFFS/SNP/HMO/PPO) rather than receive Medicare benefits under Part A or Part B fee-for-service Medicare. These claims do not cross over and must be billed as OHC. Refer to the appropriate Part 2 provider manual for billing instructions.

Part D – Prescription Drugs
Medicare Part D provides coverage for prescription drug benefits that would otherwise not be covered by Part A, B or C. Providers supplying drugs to Medicare Part D-eligible recipients should file claims with the Prescription Drug Plan (PDP) or Medicare Advantage Prescription Drug (MAPD) plan in which the recipient is enrolled.

Four categories of drugs and supplies will continue to be covered by Medi-Cal:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coughs and colds</td>
<td>Symptomatic relief</td>
</tr>
<tr>
<td>Non-prescription drugs</td>
<td>Part D, not Medi-Cal; covers insulin, syringes and smoking cessation products</td>
</tr>
<tr>
<td>Prescription vitamins and minerals</td>
<td>Select single vitamins and minerals pursuant to Treatment Authorization Request (TAR) or utilization restrictions. Combination vitamin and mineral products are not a benefit. Vitamins or minerals used for dietary supplementation are not a benefit.</td>
</tr>
<tr>
<td>Weight control</td>
<td>Anorexia, weight loss or weight gain</td>
</tr>
</tbody>
</table>

Medical Supplies
Most medical supplies are not covered by Medicare and can be billed directly to Medi-Cal. However, medical supplies listed under the “Medicare Covered Services” heading in the Medical Supplies (mc sup) section of the Part 2 provider manual are covered by Medicare. These supplies must be billed to Medicare prior to billing Medi-Cal.

Knowledge Review
1. What types of services does Medicare Part A cover? _________________________
2. What types of services does Medicare Part B cover? __________ and __________

Answer Key: 1) Inpatient; 2) Outpatient, professional
# Medicare/Medi-Cal Crossover Claim Policies

## Recipient Coverage

### Eligibility

The Medi-Cal eligibility verification system indicates a recipient's Medicare coverage. Recipients may be covered for Part A only, Part B only, Part D only or any combination of coverage. One of the following messages will be returned if a recipient has Medicare coverage:

<table>
<thead>
<tr>
<th>Type of Coverage</th>
<th>Medicare Coverage Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part A</td>
<td>Subscriber has Part A Medicare coverage with Health Insurance Claim number (HIC) _______. Medicare-covered services must be billed to Medicare before Medi-Cal.</td>
</tr>
<tr>
<td>Part B</td>
<td>Subscriber has Part B Medicare coverage with HIC Number _______. Medicare-covered services must be billed to Medicare before Medi-Cal.</td>
</tr>
<tr>
<td>Parts A and B</td>
<td>Subscriber has Parts A and Part B Medicare coverage with HIC Number _______. Medicare-covered services must be billed to Medicare before Medi-Cal.</td>
</tr>
<tr>
<td>Parts A and D</td>
<td>Subscriber has Parts A and D Medicare coverage with HIC Number _______. Medicare Part A-covered services must be billed to Medicare before billing Medi-Cal.</td>
</tr>
<tr>
<td>Parts B and D</td>
<td>Subscriber has Parts B and D Medicare coverage with HIC Number _______. Medicare Part B-covered services must be billed to Medicare before billing Medi-Cal.</td>
</tr>
<tr>
<td>Parts A, B and D</td>
<td>Subscriber has Parts A, B and D Medicare coverage with HIC number _______. Medicare Part A and Part B-covered services must be billed to Medicare before billing Medi-Cal.</td>
</tr>
<tr>
<td>Part D</td>
<td>Subscriber has Part D Medicare coverage with HIC number _______________. Medicare Part D covered drugs need to be billed to Medicare carrier before billing Medi-Cal. Carrier name: __________, Cov: R.</td>
</tr>
</tbody>
</table>

### Limited Income Recipient – QMB

A Qualified Medicare Beneficiary (QMB), identified with Medi-Cal aid code 80 only, is a Medicare recipient who has limited income and resources. Under this program, Medi-Cal pays only for Medicare premiums, deductibles and coinsurance, within Medi-Cal guidelines.

The following message is returned from the Medi-Cal eligibility verification system when inquiring about eligibility for a QMB with aid code 80 only:

MEDI-CAL ELIGIBILITY LIMITED TO MEDICARE COINSURANCE, DEDUCTIBLES. PART A, B MEDICARE COVERAGE WITH HIC #_________. BILL MEDICARE BEFORE MEDI-CAL.
As with other crossover claims, Medi-Cal pays coinsurance and/or deductibles for both Medicare Part A and Part B services on crossover claims for aid code 80 only QMBs. Medi-Cal payment, combined with the Medicare payment, will not exceed the lower of either the Medicare or Medi-Cal allowed amount. Straight Medi-Cal claims submitted for Medicare denied and non-covered services for aid code 80 only QMBs will be denied.

**Medi-Cal Crossover Claim Reimbursement**

Most claims for Medicare/Medi-Cal recipients must first be billed to the appropriate Medicare Administrative Contractor (MAC) for processing of Medicare benefits. If Medicare approves the claim, it must then be billed to Medi-Cal as a crossover claim. California law limits Medi-Cal's reimbursement of coinsurance and deductibles billed on a crossover claim to an amount that, when combined with the Medicare payment, should not exceed Medi-Cal's maximum-allowed amount for similar services.

**Zero Pay Crossovers**

If a Part B claim is submitted to a Medicare Part B contractor and payment is made by Medicare, the claim automatically crosses over to Medi-Cal. If, within three weeks from the Medicare Remittance Notice (MRN) date, the automatic crossover claim does not appear on the Medi-Cal RAD, it may be a “zero pay” claim. Zero pay claims occur when Medicare has already paid more than the Medi-Cal maximum allowance. A zero pay claim does will not appear on RAs or EOBs.

Part B claims submitted to a Medicare Part A contractor that are subsequently received and zero paid by Medi-Cal will appear on RADs.

If an automatic crossover claim results in a zero pay (no Medi-Cal payment), but the provider needs the claim to appear on the RAD, the provider must rebill Medi-Cal. Providers must also rebill if they cannot locate the claim.

**NOTE**

Crossover claims do not require a Treatment Authorization Request (TAR). Straight Medi-Cal claims for Medicare denied or non-covered services may require a TAR.

**Share of Cost**

Providers should bill recipients for Medi-Cal Share of Cost (SOC) when applicable. Providers are strongly advised to wait until they receive the Medicare payment before collecting SOC to avoid collecting amounts greater than the Medicare deductible and/or coinsurance. Automatic crossover claims for Medi-Cal recipients with an unmet Share of Cost will deny on the Medi-Cal Remittance Advice Details (RAD) with RAD code 0314: Recipient is not eligible for the month of service billed. Providers should re-bill these claims to Medi-Cal showing the amount of the SOC collected. This amount may not be more than the coinsurance and/or deductible billed on the claim.

**Knowledge Review**

Recipients with aid code 80 have coverage that is ________________ to ________________ ________________ ____________.

*Answer Key: restricted, Medicare services only*
Medicare/Medi-Cal Crossover Claim Billing

Most claims for Medicare/Medi-Cal recipients must first be billed to the appropriate Medicare Administrative Contractor (MAC). If Medicare approves the claim, it must then be billed to Medi-Cal as a crossover claim. However, providers must bill a straight Medi-Cal claim if the services are not covered by Medicare, Medicare benefits have been exhausted, or the claim has been denied.

Crossover Claim Procedures

Automatically Billed Crossover Claims
Medicare providers bill Medicare for crossover claims in one of the following ways:

- Part A services billed to Part A contractors
- Part B services billed to Part A contractors
- Part B services billed to Part B contractors

Medicare Contractors
Most Medicare-approved Part A and Part B services billed to Medicare contractors can cross over to Medi-Cal automatically. Medicare uses a consolidated Coordination of Benefits Contractor (COBC) to automatically cross over Medi-Cal claims billed to Part A and Part B contractors for Medicare/Medi-Cal-eligible recipients.

The Medicare COBC uses eligibility information to identify Medi-Cal crossover claims. DHCS updates this information monthly. It is not necessary to include Medi-Cal provider or recipient identification numbers on claims sent to Medicare.

Make sure the National Provider Identifier (NPI) used on your Medicare claims is registered with Medi-Cal.
C Crossover Claims

Direct Billed Claims
Most Medicare-approved Part A and Part B services billed to the Medicare Administrative Contractor (MAC) will cross over to Medi-Cal automatically. Claims that do not automatically cross over to Medi-Cal may be submitted as crossover claims.

The following claims may not cross over electronically and must be billed directly to Medi-Cal:

- Claims for recipients with Other Health Coverage (OHC), particular Health Care Plans or Managed Care coverage (may be submitted as straight Medi-Cal claims only)
- Unassigned claims
- Medicare 100 percent paid or 100 percent denied claims (denied claims may be submitted as straight Medi-Cal claims only)
- Claims for which Medi-Cal does not have a provider record for the NPI used on the original Medicare claim. (This can happen if the NPI used for Medicare claims is not the same as the NPI registered with Medi-Cal.)
- Claims that Medicare indicates were automatically crossed over to Medi-Cal but do not appear on a Medi-Cal Remittance Advice Details (RAD) within four to six weeks from the MNSIRA or MRN date, or that cannot be located in the system (Part B “zero pay” claims)

NOTE
Medicare/Medi-Cal crossover claims for psychiatric services must be hard copy billed if the recipient is enrolled in a health care plan (HCP) that is not capitated for psychiatric services. Refer to Medicare/Medi-Cal Crossover Claims in the appropriate Part 2 provider manual for specific billing instructions.

Knowledge Review
List two reasons why a crossover claim may not automatically cross over to Medi-Cal:

1. __________________________
2. __________________________

Answer Key: 1) Claim is unassigned; 2) Medicare denied 100% of the claim
Non-Crossover Claim Procedures

Most claims for Medicare/Medi-Cal recipients must first be billed to the appropriate Medicare Administrative Contractor for processing of Medicare benefits.

The following situations are not crossovers and must be billed as straight Medi-Cal:

- Medicare non-covered service
- Medicare denied services
- Medicare exhausted services
- Medicare non-eligible recipient
- Medicare Health Maintenance Organization (HMO) recipient
- Inpatient claims for recipients not covered by Part A (inpatient services for recipients with Part B-only eligibility)

**Medicare Non-Covered Service**

DHCS maintains a list of Medicare non-covered services that may be billed directly to the DHCS Fiscal Intermediary (FI) as straight Medi-Cal claims for Medicare/Medi-Cal recipients. Do not send these claims to the Crossover Unit.

All services or supplies on a straight Medi-Cal claim must be included in the Medicare Non-Covered Services charts for direct billing to Medi-Cal without any Medicare payment or denial documentation. If a service or supply is not included in the chart, but was not covered by Medicare, submit the claim with the corresponding MNSIRA or MRN showing the non-covered services or supplies.

**NOTE**

Medicare non-covered services are available in the following sections of the Part 2 provider manual: Medicare Non-Covered Services: CPT-4 Codes (medi non cpt) and Medicare Non-Covered Services: HCPCS Codes (medi non hcp).

**Medicare Denied Service**

Medicare-denied services may only be billed as straight Medi-Cal claims with the MNSIRA attached showing the denial. When billed on a crossover claim, Medicare denied services will not be paid by Medi-Cal and may be reflected on the Medi-Cal RAD with a RAD code 0395: This is a Medicare non-covered benefit.

**Medicare Exhausted Service**

If a service or supply exceeds Medicare’s limitations, supporting documentation must be included with the straight Medi-Cal claim. Physical therapy and occupational therapy for Medi-Cal patients with Medicare coverage must be billed to Medicare first. After Medicare benefits for physical and occupational therapy have been exhausted, providers may bill Medi-Cal directly (claim must include a copy of the MNSIRA or MRN that shows the benefits are exhausted).
C Crossover Claims

Medicare Non-Eligible Recipients
Providers must submit formal documentation that indicates a recipient is not eligible for Medicare when billing straight Medi-Cal for the following recipients:

- Recipients who are 65 years or older
- Recipients for whom the Medi-Cal eligibility verification system indicates Medicare coverage

Claims submitted without documentation, or with insufficient Medicare documentation for recipients for whom the Medi-Cal eligibility verification system indicates Medicare coverage, will be denied.

Acceptable documentation for Medicare non-eligible recipients includes the following:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare Card</td>
<td>Showing eligibility start date after date of service (DOS)</td>
</tr>
</tbody>
</table>
| Document signed, dated and stamped by Social Security Administration (SSA) or any documentation on SSA or Department of Health and Human Services (HHS) letterhead | • The document is valid only for dates of service up to the end of the month of the date on the document, or the date of entitlement.  
  • Handwritten statements are acceptable if they bear an SSA stamp and contain the specific date criteria mentioned above. |
| Common Working File (CWF) printout or Third-Party Query Confidential computer printouts | If the printout says “Not in File as of XX/XX/XX,” it can be accepted for dates of service up to the date printed. |

Other Health Coverage – HMO
Medi-Cal recipients who receive benefits from a Medicare-contracted Health Maintenance Organization (HMO) are identified with Other Health Coverage (OHC) code “F.” Medi-Cal recipients who also have Medicare HMO coverage must seek medical treatment through the HMO. Neither the HMO nor Medi-Cal pays for services rendered by non-HMO providers.

Exception:
HMO plans often cover required emergency care until the patient’s condition permits transfer to the HMO's facilities. Providers should contact the HMO for emergency treatment authorization and billing instructions.

Straight Medi-Cal claims may be submitted for services not covered by the Medicare HMO plan. Claims must be accompanied by an HMO denial letter or Explanation of Benefits (EOB) documenting that the Medicare HMO does not cover the service.

Knowledge Review
Which OHC code is used to identify a Medicare HMO?________

Answer Key: F
Billing Tips – Medicare Non-covered, Denied and Exhausted Services

The following billing tips will help prevent Medi-Cal rejections, delays, mispayments and/or denials of claims for Medicare non-covered, denied or exhausted services:

- Bill as straight Medi-Cal claims. Use the CMS 1500 or UB-04 claim forms.
- Attach a copy of the MNSIRA or MRN.
- Obtain a TAR if the service normally requires authorization.
- For a Medicare recipient who also has OHC, bill the OHC before billing Medi-Cal.
- Ensure the MNSIRA/MRN shows the reason for denial. If a Medicare denial description is not printed on the front of an MNSIRA/MRN that shows a Medicare-denied service, copy the Medicare denial description from the back of the original MNSIRA/MRN, or from the Medicare manual, and submit it to Medi-Cal with the claim. This applies to any service denied by Medicare for any reason.
- For MNSIRAs/MRNs showing both Medicare approved and non-approved services, only include non-approved services on the straight Medi-Cal claim.
Crossover Claim Submission

Timeliness

Providers have 12 months from the month of service and 60 days from the Medicare Remittance Advice (RA) date to submit a crossover claim to Medi-Cal.

NOTE
Claims received beyond the timeliness guidelines will require a delay reason code in order to receive full reimbursement.

Mailing Instructions

Medicare/Medi-Cal crossover claims for Medicare approved or covered services that do not automatically cross over, or that cross over but cannot be processed and are rejected, may be billed directly to Medi-Cal (electronically or by hard copy). Providers must submit hard copy crossover claims to the FI:

<table>
<thead>
<tr>
<th>Inpatient Only</th>
<th>All Other Provider Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduent</td>
<td>Conduent</td>
</tr>
<tr>
<td>P.O. Box 15500</td>
<td>P.O. Box 15700</td>
</tr>
<tr>
<td>Sacramento, CA  95852-1500</td>
<td>Sacramento, CA  95852-1700</td>
</tr>
</tbody>
</table>

Hard Copy Submission Requirements

Inpatient Services

Part A Services Billed to Part A Contractor

For detailed hard copy billing instructions, refer to the Part 2 provider manual *UB-04 Completion: Inpatient Services section (ub comp ip)* and *Part 2: Medicare/Medi-Cal Crossover Claims: Inpatient Services section (medi cr ip)*.

Follow these instructions to bill for services rendered:

<table>
<thead>
<tr>
<th>Box #</th>
<th>Form Fields</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>TYPE OF BILL</td>
<td>First two digits must be 11 or 18 and values must match the Medicare RA. If first two digits are 12, bill as straight Medi-Cal with other health coverage.</td>
</tr>
<tr>
<td>6</td>
<td>FROM-THROUGH DATES OF SERVICE</td>
<td>From-through dates of service must match the Medicare RA.</td>
</tr>
<tr>
<td>8b</td>
<td>PATIENT NAME</td>
<td>Patient name must match the Medicare RA.</td>
</tr>
<tr>
<td>31</td>
<td>OCCURRENCE CODES &amp; DATES</td>
<td>List the date of the MNSIRA (MMDDYY) with code 50.</td>
</tr>
<tr>
<td>Box #</td>
<td>Form Fields</td>
<td>Instructions</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| 39 – 41 | VALUE CODES AND AMOUNTS | - Blood Deductible: Enter code 06 and the Medicare blood deductible amount. Leave blank if not applicable.  
- Patient’s SOC: Enter code 23 and the patients’ SOC for the claim. Leave blank if not applicable.  
- Pints of Blood: Enter code 38 and the number of pints of blood billed. Leave blank if not applicable.  
- Medicare Deductible: Enter code A1 if Medicare is the primary payer, or B1 if Medicare is a secondary payer. Enter the deductible amount. Leave blank if not applicable.  
- Medicare Coinsurance: Enter A2 if Medicare is the primary payer, or B2 if Medicare is a secondary payer. Enter coinsurance amount. Leave blank if not applicable. |
| 42 | REVENUE CODE | The Revenue Code must display “001” in column 42, line 23. |
| 47 | TOTAL CHARGES AMOUNT | The Total Charges and amount must match the Medicare RA in column 42, line 23. |
| 50 | PAYER NAME | Payers must be listed in the following order of payment:  
- OHC, if applicable, except Medicare supplemental insurance  
- Medicare  
- Medicare supplemental insurance (if applicable)  
- Medi-Cal Inpatient Services (IP) |
| 51 | HEALTH PLAN ID | Enter the Medicare contractor ID. |
| 54 | PRIOR PAYMENTS | Enter the OHC, Medicare or supplemental payments, if applicable, on the line that corresponds to the payer in Box 50.  
**NOTE**  
The Medicare payment amount must match the MNSIRA ALLOW/REIM amount **not** the NET REIMB AMT. |
| 55 | EST. AMOUNT DUE | On the corresponding Medicare line, enter the same total charges amount as in Box 47, line 23. |
| 56 | NPI | Submit an original *UB-04* claim form using the provider NPI in effect appropriate for the date of service on the claim |
| 57 | OTHER BILLING PROVIDER ID | This field is not required, but can be used for legacy provider ID numbers and atypical providers who do not have an NPI to report (Box 56). |
| 60 | INSURED’S UNIQUE ID | Enter the beneficiaries HIC number on the line that corresponds to the Medicare payer line in Box 50. Enter the Medi-Cal BIC ID number on the line that corresponds to the Medi-Cal IP payer line in Box 50. |
| 76, 77, 78, 79 | ATTENDING, OPERATING, & OTHER | Enter appropriate provider NPI. |

**NOTE**
In Box 55, on the corresponding Medi-Cal IP line, list the *Amount Due* by calculating the difference between these items:

**Calculation**

\[
\text{SUM (Blood deductible + Medicare deductible + Medicare coinsurance)} - \text{SUM (SOC, OHC, Medicare supplemental insurance payments)} = \text{Amount Due}
\]
**Example: Inpatient UB-04 Crossover Claim Form**
Attach a copy of the MNSIRA showing the Part A payment. The single claim detail level MNSIRA printed with Medicare’s free PCPrint software is required for outpatient claims. For providers who receive an electronic RA, this version is preferred and may also be required in the future for inpatient claims.

**Simplified Medicare RA With Part A Payment**

**Outpatient and Professional Services**

**Part B Services Billed to Part A Contractor**

For detailed hard copy billing instructions, refer to the Part 2 provider manual, *UB-04 Completion: Outpatient Services section (ub comp op)* and Part 2: *Medicare/Medi-Cal Crossover Claims: Outpatient Services section (medi cr op).*
C Crossover Claims

UB-04 claim form (applicable fields):

<table>
<thead>
<tr>
<th>Box #</th>
<th>Field Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>TYPE OF BILL</td>
<td>First two digits will be 13, 14, 72, 74, 75, 76, or 85 and values must match the Medicare National Standard Intermediary Remittance Advice (MNSIRA).</td>
</tr>
<tr>
<td>8B</td>
<td>PATIENT NAME</td>
<td>Patient name must match the MNSIRA.</td>
</tr>
<tr>
<td>31</td>
<td>OCCURRENCE CODES &amp; DATES</td>
<td>Enter code 50 and the date (MMDDYY) of the MNSIRA.</td>
</tr>
<tr>
<td>39 – 41</td>
<td>VALUE CODES AND AMOUNTS</td>
<td>Enter code 23 and the patient’s SOC for the claim. Leave blank, if not applicable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enter code 06 and the blood deductible amount.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enter code 38 and the number of pints of blood.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enter code A1 and the Medicare deductible amount if Medicare is the primary payer. Enter code B1 if Medicare is a secondary payer. Leave blank, if not applicable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enter code A2 and the Medicare coinsurance amount if Medicare is the primary payer. Enter code B2 if Medicare is a secondary payer. Leave blank, if not applicable.</td>
</tr>
<tr>
<td>42</td>
<td>REVENUE CODE</td>
<td>Enter the revenue codes that were billed to Medicare on the claim in the same order as they appear on the MNSIRA in column 42, lines 1 – 22. Crossover claims in excess of 15 claim lines must follow special billing instructions and be split-billed on two or more claim forms.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The Revenue Code must display “001” in column 42, line 23.</td>
</tr>
<tr>
<td>43</td>
<td>DESCRIPTION</td>
<td>Enter all claim detail lines (services) that were billed to Medicare on the claim in the same order as they appear on the MNSIRA in lines 1 – 22. Crossover claims in excess of 15 claim lines must follow special billing instructions and be split-billed on two or more claim forms.</td>
</tr>
<tr>
<td>44</td>
<td>HCPCS/RATE</td>
<td>Enter the same procedure codes billed to Medicare.</td>
</tr>
<tr>
<td>45</td>
<td>SERVICE DATE</td>
<td>Enter the actual date of service on each detail line.</td>
</tr>
<tr>
<td>47</td>
<td>TOTAL CHARGES</td>
<td>Enter the total charge for each service billed to Medicare in lines 1 – 22. Enter the sum of the line item charges on line 23.</td>
</tr>
<tr>
<td>Box #</td>
<td>Field Name</td>
<td>Instructions</td>
</tr>
<tr>
<td>-------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>50</td>
<td>PAYER NAME</td>
<td>Payers must be listed in the following order of payment:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• OHC, if applicable, except Medicare supplemental insurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medicare</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medicare supplemental insurance (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medi-Cal Outpatient Services</td>
</tr>
<tr>
<td>51</td>
<td>HEALTH PLAN ID</td>
<td>Enter the Medicare contractor ID.</td>
</tr>
<tr>
<td>54 A–C</td>
<td>PRIOR PAYMENTS</td>
<td>Enter the OHC, Medicare or supplemental payments, if applicable, on the line that corresponds to the payer in Box 50.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NOTE</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The Medicare payment amount must match the MNSIRA ALLOW/REIM amount <strong>not</strong> the NET REIMB AMT.</td>
</tr>
<tr>
<td>55</td>
<td>ESTIMATED AMOUNT DUE</td>
<td>• On the corresponding Medicare line, enter the total charges from Box 47, line 23.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• On the corresponding Medi-Cal line, enter the difference of: Blood deductible + Medicare deductible + Medicare coinsurance amounts less SOC, OHC and Medicare supplemental insurance payments.</td>
</tr>
<tr>
<td>56</td>
<td>NPI</td>
<td>Submit an original <em>UB-04</em> claim form using the provider NPI in effect appropriate for the date of service on the claim</td>
</tr>
<tr>
<td>76, 77, 78, 79</td>
<td>ATTENDING, OPERATING, &amp; OTHER</td>
<td>Enter appropriate provider NPI.</td>
</tr>
</tbody>
</table>
Example: Outpatient UB-04 Crossover Claim
Include a complete, unaltered and legible copy of the corresponding MNSIRA for each crossover claim.

Example: Medicare Remittance Advice Details Form

**NOTE**

For Outpatient Part B claims billed to Part A contractors only: The PCPrint single claim detail version of the MNSIRA will be accepted as an attachment to both original and CIF or appeal hard copy crossover claims. Refer to the appropriate Part 2 provider manual for specific program requirements.
Crossover Claims

Outpatient and Professional Services, Part B

Part B Services Billed to Part B Carriers

Hard copy submission requirements for Part B services billed to Part B carriers are listed below.

CMS-1500 claim forms should be submitted in one of the following formats:

- Original
- Clear photocopy of the claim submitted to Medicare
- Facsimile (same format as CMS-1500 claim form and background must be visible)

NOTES

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________
**CMS-1500 claim form fields for crossovers only:**

<table>
<thead>
<tr>
<th>Box #</th>
<th>Field Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MEDICARE/MEDICAID/TRICARE/CHAMPVA/GROUP HEALTH PLAN (SSN OR ID)/FECA BLK LUNG (SSN)/OTHER (ID)</td>
<td>Enter an “X” in both the Medicare and Medicaid boxes.</td>
</tr>
<tr>
<td>1A</td>
<td>INSURED’S ID NUMBER</td>
<td>Enter the recipient’s HIC number.</td>
</tr>
<tr>
<td>9A</td>
<td>OTHER INSURED’S POLICY OR GROUP NUMBER</td>
<td>Enter the 14-character Medi-Cal recipient identification number from the Beneficiary Identification Card.</td>
</tr>
<tr>
<td>10D</td>
<td>CLAIM CODES (DESIGNATED BY NUCC)</td>
<td>Enter the patient’s SOC for the service (leave blank if not applicable).</td>
</tr>
<tr>
<td>11C</td>
<td>INSURANCE PLAN NAME OR PROGRAM NAME</td>
<td>Enter the Medicare Contractor ID.</td>
</tr>
<tr>
<td>31</td>
<td>SIGNATURE OF PHYSICIAN OR SUPPLIER</td>
<td>The claim must be signed and dated by the provider or a representative assigned by the provider. Use black ballpoint pen only. An original signature is required on all paper claims. The signature must be written, not printed. Stamps, initials or facsimiles are not acceptable. (The legacy Medi-Cal ID was previously required in this field for crossovers.)</td>
</tr>
<tr>
<td>32</td>
<td>SERVICE FACILITY LOCATION INFO.</td>
<td>Enter the full address where services were provided, including the nine-digit ZIP code.</td>
</tr>
<tr>
<td>32A</td>
<td>SERVICE FACILITY NPI</td>
<td>Enter the NPI of the Service Facility.</td>
</tr>
<tr>
<td>33</td>
<td>BILLING PROVIDER INFORMATION</td>
<td>Enter the full billing address, including the nine-digit ZIP code.</td>
</tr>
<tr>
<td>33A</td>
<td>BILLING PROVIDER NPI</td>
<td>Enter the NPI of the Billing Provider.</td>
</tr>
</tbody>
</table>
Example: Billing Medi-Cal for Part B Services Billed to a Part B Contractor
Inpatient Part B-Only Services

Part B-Only Services Billed to a Part A Contractor
For detailed straight Medi-Cal hard copy billing instructions, refer to the Part 2 provider manual, *Medicare/Medi-Cal Crossover Claims: Inpatient Services* section (medi cr ip).

Reminders:

- Submit the UB-04 claim form, including each of the appropriate accommodation and ancillary services.
- Enter the payment amount in the appropriate Prior Payment field (Box 54) when Part B payment appears on a MNSIRA.
- Attach the MNSIRA labeled “ancillary” or “Part B” to the straight Medi-Cal claim. For providers who receive an ERA, the single claim detail level MNSIRA printed with Medicare’s free PCPrint software is preferred and may be required in the future for inpatient claims.
- A TAR is required for hard copy billing of Part B-only services.
Crossover Claims

Billing Tips
Follow these billing tips to help prevent rejections, delays, mispayments and/or denials of crossover claims:

- Do not highlight information on the claim or attachments.
- Do not write in undesignated white space or the top one-inch of the claim form.
- MNSIRA/MRNs must be complete, legible and unaltered. For example, make sure the date in the upper right-hand corner is legible. For providers who receive an electronic remittance, the single claim detail level MRN printed with the free Medicare Remit Easy Print (MREP) or MNSIRA printed with the free Medicare PCPrint software is preferred and may be required in the future.
- Crossover claims must not be combined. Examples of common errors include:
  - Multiple recipients on one UB-04 or CMS-1500 claim form
  - One MNSIRA/MRN for multiple UB-04 or CMS-1500 claim forms
  - Multiple claims (one or more MNSIRAs/MRNs) for the same recipient on one UB-04 or CMS-1500 claim form
  - Multiple claim lines from more than one MNSIRA/MRN for the same recipient on one UB-04 or CMS-1500 claim form
- All Medicare-allowed claim lines must be included on the crossover claim and must match each corresponding MNSIRA/MRN provided by Medicare.
- Medicare-denied claim lines that appear on the same crossover claim, or on the MNSIRA/MRN with Medicare-allowed claim lines, cannot be paid with the crossover claim.

NOTES
Crossover Claim Follow-Up

Tracing Claims

A Claims Inquiry Form (CIF) cannot be submitted to trace an automatic crossover claim. However, a CIF must be submitted to trace a direct billed crossover claim. Submit a crossover claim (CMS-1500/UB-04 with an MRN or Medicare RA) to trace an automatic crossover claim.

Claims Inquiry Form (CIF)

A CIF is used to initiate an adjustment or correction on a claim. The four ways to use a CIF for a crossover claim are:

- Reconsideration of a denied claim
- Trace a claim (direct billed claims only)
- Adjustment for an overpayment or underpayment
- Adjustment related to a Medicare adjustment

Crossover CIF Billing Tips

Follow these billing tips to help prevent rejections, delays, mispayments and/or denials of crossover CIFs:

- Submit only one crossover claim (that is, only one Claim Control Number [CCN]) for each CIF.
- Enter the 13-digit CCN of the most recently denied crossover claim from the RAD in Box 9.
- Mark Attachment field (Box 10) and include appropriate documentation that is clear, concise and complete.
- Mark Underpayment field (Box 11) or Overpayment field (Box 12), if applicable.
- If requesting an adjustment, use the approved CCN that is being requested for adjustment.
- In the Remarks field (Box 80)/Additional Claim Information field (Box 19), indicate the reason for the adjustment or the denial, the type of action desired, and corrected information.
- Failure to complete the Remarks field of the CIF may cause claim denial or delayed processing.
- Make sure timeliness requirements are met.

NOTE

It is acceptable to make corrections on the claim copy being submitted with the CIF if the Remarks field (Box 80)/Additional Claim Information field (Box 19) is completed.
Crossover Claims

Crossover Pricing Examples

This section has examples of Medicare/Medi-Cal claims for medical and outpatient services billed on the CMS-1500 and UB-04 claim forms as well as corresponding Remittance Advice Details (RAD) code examples.

\textit{Welfare and Institutions Code} (W&I Code), Section 14109.5 limits Medi-Cal’s payment of the deductible and coinsurance to an amount that, when combined with the Medicare payment, should not exceed the amount paid by Medi-Cal for similar services. This limit is applied to the total sum of the claim. Therefore, the combined Medicare/Medi-Cal payment for all services of a claim may not exceed the amount allowed by Medi-Cal for all services of a claim.

\textbf{NOTE}
Medicare deductible and coinsurance amounts that are hard copy billed are reimbursed as if they were automatically transferred from the Part B carrier.

Remittance Advice Details

The Medi-Cal RAD form shows each crossover service that was processed. For each procedure listed on the RAD form, the Medicare Allowed, Medi-Cal Allowed, Computed MCR AMT (Medicare payment) and Medi-Cal Paid amounts are shown. If Medi-Cal reduces or denies payment consideration for total claim services, the corresponding RAD code is included.

NOTES
The most common RAD codes and messages related to crossover claims are listed in the following table.

<table>
<thead>
<tr>
<th>RAD Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0002</td>
<td>The recipient is not eligible for benefits under the Medi-Cal program or other special programs.</td>
</tr>
<tr>
<td>0371</td>
<td>Line detail crossover submitted incorrectly on Medi-Cal claim; submit only copy of Medicare claim and EOMB (Explanation of Medicare Benefits) to Crossover Unit, P.O. Box 15700, Sacramento, CA 95852-1700.</td>
</tr>
<tr>
<td>0372</td>
<td>This crossover must be billed with line-specific information. Please resubmit with line item information.</td>
</tr>
<tr>
<td>0395</td>
<td>This is a Medicare non-covered benefit. Rebill Medi-Cal on an original claim form except for aid code “80”, QMB (Qualified Medicare Beneficiary Program) recipients.</td>
</tr>
<tr>
<td>0442</td>
<td>Medicare payment meets or exceeds Medi-Cal maximum reimbursement.</td>
</tr>
<tr>
<td>0443</td>
<td>Medi-Cal payment may not exceed the maximum amount allowed by Medi-Cal.</td>
</tr>
<tr>
<td>0444</td>
<td>For non-physician claims, see Charpentier billing instructions in the provider manual. Medi-Cal automated system payment does not exceed the Medicare allowed amount.</td>
</tr>
<tr>
<td>9019</td>
<td>Information on the claim does not match what is being billed.</td>
</tr>
</tbody>
</table>

Refer to the *Remittance Advice Details (RAD) Codes and Messages* sections of the Part 1 provider manual for a complete list of RAD codes and billing tips.

**Knowledge Review**

Combined Medicare/Medi-Cal payment for all services of a claim may not exceed the _______ ________ by Medi-Cal for all services.

*Answer Key: amount allowed*
Crossover Claims

Payment Examples

The following payment examples are for illustration only and do not necessarily represent Medi-Cal or Medicare allowed amounts. Crossover services payments are made in accordance with W&I Code, Section 14109.5.

0395 Medicare Non-Covered Benefit

Line 2 of the following RAD form example lists “0395” (This is a Medicare non-covered benefit. Rebill Medi-Cal on an original claim form except for aid code “80”, QMB [Qualified Medicare Beneficiary Program] recipients) in the RAD CODE field. To be reimbursed for this service, this claim line must be billed separately as a straight Medi-Cal claim.

Example: Sample pricing for RAD code 0395, (Medicare Non-Covered Benefit)

Example: RAD code 0395
0442 Cutback (Zero Pay)
In the following example, the amount paid by Medicare exceeded the Medi-Cal maximum reimbursement, which resulted in a zero Medi-Cal payment.

Example: Sample pricing for RAD code 0442 (Zero Pay)

<table>
<thead>
<tr>
<th>PROCEDURE CODE</th>
<th>PROVIDER BILLED</th>
<th>MEDICARE ALLOWED</th>
<th>DEDUCTED</th>
<th>COMPUTED MEDICARE AMOUNT</th>
<th>COINSURANCE</th>
<th>BILLED TO MEDICARE ALLOWED</th>
<th>COMPUTED MEDICARE AMOUNT</th>
<th>DEDUCT PLUS COINSURANCE</th>
<th>PAID AMOUNT</th>
<th>RAD CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>92214</td>
<td>300.00</td>
<td>280.44</td>
<td>0.00</td>
<td>224.35</td>
<td>59.09</td>
<td>59.09</td>
<td>177.60</td>
<td>47.16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>71020</td>
<td>15.00</td>
<td>14.57</td>
<td>0.00</td>
<td>11.66</td>
<td>2.91</td>
<td>2.91</td>
<td>9.71</td>
<td>11.88</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35000</td>
<td>75.00</td>
<td>72.04</td>
<td>0.00</td>
<td>57.63</td>
<td>14.41</td>
<td>14.41</td>
<td>43.22</td>
<td>47.16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claim Totals</td>
<td></td>
<td></td>
<td></td>
<td>367.65</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>442</td>
</tr>
</tbody>
</table>

Example: RAD code 0442

An automatic crossover claim resulting in a zero Medi-Cal payment will not be shown on the RAD form. However, if at least one procedure processes as a 0444 cutback, the automatic zero Medi-Cal payment crossover claim will appear on the RAD form. This indicates to providers that they may rebill the 0444 cutback procedures (excluding physician services). Refer to “Charpentier Rebilling” in the Medicare/Medi-Cal Crossover Claims: CMS-1500 (medi cr cms) section of the Part 2 provider manual for more information.
Crossover Claims

0443 Cutback with Deductible

In this example, the deductible and coinsurance amount ($101.60) exceeds the Medi-Cal maximum allowable amount ($70.87), resulting in a cutback.

---

Example: Pricing for 0443 Cutback (with deductible)

Example: RAD code 0443

NOTES
Charpentier Claims

A permanent injunction (Charpentier v. Belshé [Coye/Kizer]) filed December 29, 1994, allows providers to rebill Medi-Cal for supplemental payment for Medicare/Medi-Cal Part B services, excluding physician and laboratory services. This supplemental payment applies to crossover claims when Medi-Cal’s allowed rates or quantity limitations exceed the Medicare-allowed amount.

NOTE
Part A intermediaries do not use a fee schedule to determine allowed amounts for each service; therefore, this only applies to Part B services billed to Part B contractors. All Charpentier rebilled claims must have been first processed as Medicare/Medi-Cal crossover claims.

The following definitions apply to Charpentier rebills:
- Rates: The Medi-Cal-allowed amount for the item or service exceeds the Medicare allowed amount.
- Benefit Limitation: The quantity of the item or service is cut back by Medicare due to a benefit limitation.
- Rates and Benefit Limitations: Both the Medi-Cal allowed amount for the item or service exceeds the Medicare-allowed amount and the quantity of the item or service is cut back by Medicare due to a benefit limitation.

Pricing Information

Cutback
If there is a price on file, crossover claims will be cut back with RAD code 0444: For non-physician claims, see Charpentier billing instructions in the provider manual. Medi-Cal automated system payment does not exceed the Medicare allowed amount.

Medicare-Allowed Amount
If there is no price on file, Medi-Cal adopts the Medicare-allowed amount and a 0444 cutback is not reflected on the RAD.

Exceeds Medicare Rate
If Medi-Cal’s rates and/or limitations are greater than the Medicare-allowed amount, rebill the claim by following Charpentier billing instructions and attaching appropriate pricing documentation.

NOTE
A Charpentier rebill must not be combined with a crossover claim.

Knowledge Review
A Charpentier claim may be billed for?
3. __________  2. ________________  3. ________________________________

Answer Key: 1) rates; 2) limitations; 3) rates and limitations
Resource Information

References

The following reference materials provide Medi-Cal program, claims and eligibility information.

Provider Manual References

Part 1
Medicare/Medi-Cal Crossover Claims Overview (medicare)

Part 2
CMS-1500 Completion (cms comp)
Medicare/Medi-Cal Crossover Claims: CMS-1500 (medi cr cms)
Medicare/Medi-Cal Crossover Claims: CMS-1500 Billing Examples for Allied Health (medi cr cms exa)
Medicare/Medi-Cal Crossover Claims: CMS-1500 Billing Examples for Medical Services (medi cr cms exm)
Medicare/Medi-Cal Crossover Claims: CMS-1500 Pricing Examples for Medical Services (medi cr cms prm)
Medicare/Medi-Cal Crossover Claims: Inpatient Services (medi cr ip)
Medicare/Medi-Cal Crossover Claims: Inpatient Services Billing Examples (medi cr ip ex)
Medicare/Medi-Cal Crossover Claims: Outpatient Services (medi cr op)
Medicare/Medi-Cal Crossover Claims: Outpatient Services Billing Examples (medi cr op ex)
Medicare/Medi-Cal Crossover Claims: Outpatient Services Medi-Cal Pricing Examples (medi cr op pr)
Medicare/Medi-Cal Crossover Claims: UB-04 (medi cr ub)
Medicare Non-Covered Services: Charts Introduction (medi non cha)
Medicare Non-Covered Services: CPT-4 Codes (medi non cpt)
Medicare Non-Covered Services: HCPCS Codes (medi non hcp)
UB-04 Completion: Inpatient Services (ub comp ip)
UB-04 Completion: Outpatient Services (ub comp op)
Surgical Modifiers

Introduction

Purpose

The purpose of this module is to provide participants with an understanding of the policies and procedures of surgical modifiers for professional services. This module includes detailed information about correct billing practices and Medi-Cal reimbursement policy.

Module Objectives

- Explain the use of modifiers in the Medi-Cal program
- Demonstrate the correct placement of modifiers on the claim forms
- Review surgical procedure modifiers
- Identify pre-operative and post-operative services policy
- Identify modifiers for Non-Physician Medical Practitioners (NMPs)
- Provide general information regarding anesthesia-related drug and supply modifiers
- Explain “By Report” documentation
- Review Common Denials

Acronyms

A list of current acronyms is located in the Appendix section of each complete workbook.
Description

The use of modifiers is an integral part of billing for health care services. Modifiers give additional information for claims processing. The following modifiers are discussed in this training module:

- Conventional Surgical Modifiers: AG, 50, 51, 80 and 99
- Additional Surgical Modifiers:
  - Anesthesia-related Drugs & Supplies: UA, UB
  - Evaluation and Management: 24, 25
  - General Use: 22, 26, 52, 54, 55, 62, 66, 78, 79, 99
  - Non-Physician Medical Practitioner: AS, SA, SB, U7, U9
  - Radiology: 26, TC

Use of a modifier with a CPT-4 or HCPCS code does not ensure reimbursement. Documentation of medical necessity may also be required for certain procedure codes.

Surgical Modifier Policies

Refer to the *Modifiers: Approved List* section (modif app) in the Part 2 provider manual for a complete list of approved modifier codes for billing Medi-Cal. Modifiers not listed in the *Modifiers: Approved List* section are unacceptable for billing Medi-Cal.

Surgical Procedures Codes and Modifiers

**Inappropriate Modifier Use**

The inappropriate use of a modifier, or using a modifier when it is not necessary, will result in a denial or delay in payment. All modifiers (and procedure codes) must be appropriate for the diagnosis code listed.
Claim Form Placement

Modifier form locations appear as “XX.” See claim form examples below:

<table>
<thead>
<tr>
<th>MM</th>
<th>DD</th>
<th>YY</th>
<th>To</th>
<th>YY</th>
<th>MM</th>
<th>DD</th>
<th>Procedure Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>Procedure Code</td>
<td>XX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sample: Partial CMS-1500 Claim Form

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Procedure Code XX</th>
<th>101116</th>
</tr>
</thead>
</table>

Sample: Partial UB-04 Claim Form

Surgical Procedures with Modifiers

Primary Surgeon Modifiers and Descriptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG</td>
<td>Primary Surgeon</td>
</tr>
<tr>
<td></td>
<td>Multiple Primary Surgeons</td>
</tr>
<tr>
<td>50</td>
<td>Bilateral Procedure</td>
</tr>
<tr>
<td>51</td>
<td>Multiple Procedures</td>
</tr>
<tr>
<td>99</td>
<td>Multiple Modifiers</td>
</tr>
</tbody>
</table>

Primary Surgeon (Modifier AG)
The primary surgeon or podiatrist is required to use modifier AG on the only, or the highest valued, procedure code being billed for the date of service.

Modifier AG Exception
CPT-4 code 58565 (hysteroscopy, surgical; with bilateral fallopian tube cannulation to induce occlusion by placement of permanent implants) must not be billed with modifier AG. Claims submitted with code 58565 and modifier AG will be returned to the provider. See the Sterilization (ster) section in the appropriate Part 2 provider manual for details.

Gender Dysphoria
Treatment for gender dysphoria is a covered Medi-Cal benefit when medically necessary. Requests for services should be from specialists experienced in providing care to transgender individuals and should use nationally recognized guidelines.

Medically necessary covered services are those services that “are reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain through the diagnosis and treatment of disease, illness or injury” (Title 22, California Code of Regulations [CCR], Section 51303).
NOTE
A service or the frequency of services available to a transgender beneficiary cannot be categorically limited. All medically necessary services must be provided timely. Limitations and exclusions, medical necessity determinations and/or appropriate utilization management criteria that are non-discriminatory may be applied.

Multiple Primary Surgeons (Modifier AG)
Two or more surgeons may use modifier AG for the same patient on the same date of service, if the procedures are performed independently and in a different anatomical area or compartment. All claims must include:

- Medical justification
- Operative reports by all surgeons involved
- Clearly indicated start and stop times for each procedure

Multiple Surgical Procedure Exceptions
The following medical policies have been established for specific, multiple surgeries when billed for a recipient, by the same provider, for the same date of service.

- Tubal ligations performed at the time of a cesarean section or other intra-abdominal surgery are reimbursable only when billed with CPT-4 code 58611. For more information, refer to the Hysterectomy (hyst) and Sterilization (ster) sections in the appropriate Part 2 manuals.

- A salpingectomy or oophorectomy (CPT-4 codes 58700, 58720, 58900 – 58943) billed on the same date of service as a hysterectomy (CPT-4 codes 58150 – 58285) is not separately reimbursable.

- A vaginal delivery (CPT-4 codes 59400, 59409, 59610 or 59612) billed on the same date of service as a cesarean section (CPT-4 codes 59510, 59514, 59618 or 59620) is not reimbursable unless the claim indicates a multiple pregnancy – one child delivered vaginally and one by cesarean section.

- Intra-ocular lens with cataract surgery policy is located in the Surgery: Eye and Ocular Adnexa (surg eye) section of the appropriate Part 2 provider manual.

- Insertion of a non-indwelling or temporary indwelling bladder catheter (CPT-4 codes 51701 and 51702) is not separately reimbursable when billed with CPT-4 codes 10021 – 69979.

- CPT-4 code 36000 (introduction of needle or intracatheter, vein) is not reimbursable when billed by same provider for the same recipient on the same date of service with any CPT-4 code within the ranges of 00100 – 69999 and 96360 – 96549.

National Correct Coding Initiative (NCCI)
A number of surgical procedures are subject to NCCI edits. To process correctly, claims submitted for multiple surgical procedures on the same day may require the addition of an NCCI-associated modifier. Information about NCCI-associated modifiers is included in the Correct Coding Initiative: National (correct) section of the Part 2 provider manual.

Bilateral Procedures (Modifier 50)
Modifier 50 is used when bilateral procedures performed add significant time or complexity to patient care at a single operative session.
Claim Form Examples Using Modifier 50

Sample: Partial CMS-1500 Claim Form

Sample: Partial UB-04 Claim Form

Sample: Partial UB-04 Claim Form: Remarks field (Box 80)
Multiple Bilateral Procedures

When billing for multiple bilateral procedures performed by the same physician at the same operative session, providers must use modifiers AG, 50, 51 and 99.

Multiple Procedures (Modifier 51)

The multiple procedures modifier identifies the secondary, additional or lesser procedures for multiple procedures that are performed on the same day or at the same operative session.

Sample: Partial CMS-1500 Claim Form
Sample: UB-04 Claim Form
Reimbursement Rule:

<table>
<thead>
<tr>
<th>CPT-4 Code/Modifier</th>
<th>Reimbursement Formula</th>
</tr>
</thead>
<tbody>
<tr>
<td>41150 AG</td>
<td>100% of full-fee rate</td>
</tr>
<tr>
<td>38720 51</td>
<td>50% of full-fee rate</td>
</tr>
<tr>
<td>15120 51</td>
<td>50% of full-fee rate</td>
</tr>
<tr>
<td>31600 51</td>
<td>50% of full-fee rate</td>
</tr>
</tbody>
</table>

Billing Tip: Certain procedures billed by the primary surgeon with modifier 51 are exempt from the multiple procedure reduction rule and are paid at 100 percent of the Medi-Cal Maximum Allowable. For a list of exempt procedures refer to the Surgery: Billing with Modifiers (surg bil mod) section in the Part 2 provider manual.

Modifier 51 vs Modifier 99
- Modifier 51 describes second, third or subsequent differing procedures.
- Modifier 99 describes third and subsequent identical procedures.

Assistant Surgeon Modifiers and Descriptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>Assistant Surgeon</td>
</tr>
<tr>
<td>99</td>
<td>Multiple Modifiers</td>
</tr>
</tbody>
</table>

Assistant Surgeon (Modifier 80)
Assistant surgeons must use modifier 80 as a part of each procedure billed. The major surgical procedure is identified by the use of modifier 80 (assistant surgeon) and any multiple surgical procedures must be identified by the use of modifier 99 (multiple modifiers).

NOTE
Not all surgical procedures are reimbursable to an assistant surgeon. To determine if there are any policy restrictions, refer to the TAR and Non-Benefit List: Codes (tar and non cd) section in the appropriate Part 2 provider manual.

Multiple Modifiers (Modifier 99)
Under certain circumstances two or more modifiers may be necessary to completely define a service.
- Use modifier 99 with the appropriate procedure code.
- Explain modifier 99 in the Remarks field (Box 80) for UB-04 claims and Additional Claim Information field (Box 19) for CMS-1500 claims.
### Surgical Modifiers

#### Sample: Partial CMS-1500 Claim Form

<table>
<thead>
<tr>
<th>Date</th>
<th>MM/DD/YY</th>
<th>Procedure Code</th>
<th>Diagnosis Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/01/15</td>
<td>10/01/15</td>
<td>28209099</td>
<td>100115</td>
<td>3227</td>
</tr>
</tbody>
</table>

#### Sample: Partial UB-04 Claim Form

<table>
<thead>
<tr>
<th>Procedure Code</th>
<th>Diagnosis Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2829080</td>
<td>100115</td>
<td>3227</td>
</tr>
<tr>
<td>2829099</td>
<td>100115</td>
<td>3228</td>
</tr>
</tbody>
</table>

---

**Note:** The sample forms include partial CMS-1500 and UB-04 claim forms, focusing on surgical procedures such as bunionectomy and excision of lesions, with associated diagnosis codes and amounts.
Add-On Codes

Codes with "each additional" in the descriptor should not be billed with modifier 99 when performed on the same day or at the same operative session as another surgery. If billing multiple codes that have "each additional" in the descriptor use the Days or Units field (Box 24G) on the CMS-1500 claim form or Serv. Units field (Box 46) on the UB-04 claim form.

CMS-1500 Form

Current Billing Method

<table>
<thead>
<tr>
<th>PL. A</th>
<th>DATES OF SERVICE</th>
<th>PROC. CODE</th>
<th>PROC. DESCRIPTION</th>
<th>MODIFIER</th>
<th>CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15002</td>
<td>AG</td>
</tr>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15003</td>
<td>51</td>
</tr>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15003</td>
<td>51</td>
</tr>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15003</td>
<td>51</td>
</tr>
</tbody>
</table>

Preferred Billing Method

<table>
<thead>
<tr>
<th>PL. A</th>
<th>DATES OF SERVICE</th>
<th>PROC. CODE</th>
<th>PROC. DESCRIPTION</th>
<th>MODIFIER</th>
<th>CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15002</td>
<td>AG</td>
</tr>
<tr>
<td>02</td>
<td>11</td>
<td>16</td>
<td>21</td>
<td>15003</td>
<td>51</td>
</tr>
</tbody>
</table>

UB-04 Form

Current Billing Method

<table>
<thead>
<tr>
<th>PL. A</th>
<th>PROC. CODE</th>
<th>MODIFIER</th>
<th>CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15002AG</td>
<td></td>
<td>021116</td>
</tr>
<tr>
<td></td>
<td>1500351</td>
<td></td>
<td>021116</td>
</tr>
<tr>
<td></td>
<td>1500351</td>
<td></td>
<td>021116</td>
</tr>
</tbody>
</table>

Preferred Billing Method

<table>
<thead>
<tr>
<th>PL. A</th>
<th>PROC. CODE</th>
<th>MODIFIER</th>
<th>CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15002AG</td>
<td></td>
<td>021116</td>
</tr>
<tr>
<td></td>
<td>1500351</td>
<td></td>
<td>021116</td>
</tr>
</tbody>
</table>
Other Surgical Modifiers

If modifiers U7, 22, 62, 66, 78, 79 or 80 are used for multiple surgical procedures billed by someone other than the primary surgeon (AG), then use modifier 99 with the appropriate procedure code. Explain modifier 99 in the Remarks field (Box 80) on UB-04 claims and Additional Claim Information field (Box 19) on CMS-1500 claims.

NOTE
When billing for a primary surgeon with modifier AG, use modifier 51 for second, third or subsequent differing procedures. Use modifier 99 for third or subsequent identical procedures.

Complex Operative Procedure Modifiers and Descriptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Increased Procedural Services</td>
</tr>
</tbody>
</table>

Increased Procedural Services (Modifier 22)

Describes procedures involving significantly increased operative complexity and/or time in a significantly altered surgical field resulting from the effects of:

- Prior surgery
- Marked scarring
- Very low weight
- Distorted anatomy
- Adhesions
- Inflammation
- Irradiation
- Infections

When the service provided is greater than usually required for the listed procedure, requiring the use of modifiers 22 and AG, use modifier 99 with an explanation in the Remarks field (Box 80) on UB-04 claims and Additional Claim Information field (Box 19) on CMS-1500 claims. Indicate that the procedure performed required the use of both modifiers (99 = AG + 22). Justification is required on the claim.
D  Surgical Modifiers

Additional Surgeon(s) Modifiers

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td>Two Surgeons</td>
</tr>
<tr>
<td>66</td>
<td>Surgical Team</td>
</tr>
</tbody>
</table>

Two Surgeons (Modifier 62)

Identifies a surgical procedure that requires two surgeons that perform on distinct parts of a procedure.

**NOTE**
Each surgeon would bill with modifier 62.

Surgical Team (Modifier 66)

Indicates the services of all physician members of a surgical team. Anesthesiologists must submit a separate claim for services.

**NOTE**
CPT-4 instructions for modifier 66 permit each physician of a surgical team to bill separately for their services. However, when billing Medi-Cal, the services of all physician members of team must be billed on a single line of the same claim form.
Operative/Postoperative Modifiers and Descriptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>52</td>
<td>Reduced services</td>
</tr>
<tr>
<td>54</td>
<td>Surgical care only</td>
</tr>
<tr>
<td>55</td>
<td>Postoperative Management only</td>
</tr>
<tr>
<td>58 NCCI-associated</td>
<td>Staged or related procedure by the same physician during the postoperative period</td>
</tr>
</tbody>
</table>

**Reduced Services (Modifier 52)**

**Operative Postoperative Management (Modifier 54)**
Surgical care only

**Operative Postoperative Management (Modifier 55)**
Postoperative management only

**Staged or Related Procedure Postoperative Period (Modifier 58)**
May be used with CPT-4 codes 15002 – 15429 and 52601 to address subsequent part(s) of a staged procedure.
Additional Operative Procedure Modifiers and Descriptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>78 NCCI-associated</td>
<td>Unplanned return to operating/procedure room by the same physician following initial procedure for a related procedure during the postoperative period</td>
</tr>
<tr>
<td>79 NCCI-associated</td>
<td>Unrelated procedure or service by the same physician during the postoperative period</td>
</tr>
</tbody>
</table>

**Modifier Descriptions**

**Return to Operating Room (Modifier 78)**
Unplanned return to the operating/procedure room by the same physician following initial procedure for a related procedure during the postoperative period.

**Return to Operating Room (Modifier 79)**
Unrelated procedure or service by the same physician during the postoperative period.

**Discontinued Procedure Modifiers and Descriptions**

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>53</td>
<td>Discontinued procedure; requires “By Report” documentation</td>
</tr>
<tr>
<td>73</td>
<td>Discontinued outpatient hospital/ambulatory surgery center (ASC) procedure prior to the administration of anesthesia; to be reported by hospital outpatient department or surgical clinic only. Requires “By Report” documentation</td>
</tr>
<tr>
<td>74</td>
<td>Discontinued outpatient hospital/ambulatory surgery center (ASC) after administration of anesthesia; to be reported by hospital outpatient department or surgical clinic only. Requires “By Report” documentation</td>
</tr>
</tbody>
</table>

**Knowledge Review**

1. A pregnant woman has been diagnosed with cervical dysplasia and is scheduled for a Cesarean section on February 10, 2017. The cone biopsy was performed on February 17, 2017. What modifier should be used for the cone biopsy? ____________

2. An exploratory laparotomy was performed due to a gunshot wound. A few hours later the patient’s blood pressure drops, and the patient is urgently taken back to the operating room to reopen and explore for possible leakage from the surgical site. What modifier should be used for the reopen/explorative procedure? ____________

**Answer Key:** 1) 79; 2) 78
Evaluation and Management (E&M) Modifiers

E&M Examinations

Policy for Preoperative Visits Before or on the Day of Surgery
Under most circumstances, including ordinary referrals, the preoperative examination by the operating surgeon or assistant surgeon in the emergency room, hospital or elsewhere on the day of surgery, or one day prior to the day of surgery, is considered a part of the surgical procedure and is not separately reimbursable by Medi-Cal.

Exceptions to this policy may be made when the preoperative visit is an initial emergency visit requiring extended evaluation or detention (for example, to prepare the patient or establish the need for the surgery).

Procedures (for example, bronchoscopy prior to thoracic surgery) that are not normally an integral part of the basic surgical procedure may be reimbursable separately.

Policy for Postoperative Visits
Office visits, hospital visits, consultations and ophthalmological exams related to a surgery and billed during a follow-up period of the surgery, are not separately reimbursable if billed by the surgeon or assistant surgeon.

Exceptions

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 NCCI-associated</td>
<td>Unrelated E&amp;M service by the same physician during a postoperative period</td>
</tr>
<tr>
<td>25 NCCI-associated</td>
<td>Significant, separately identifiable E&amp;M service by the same physician on the same day of the procedure or other service</td>
</tr>
</tbody>
</table>

NOTE
Modifiers 24 and 25 require documentation.
Non-Physician Medical Practitioner (NMP)

Non-Physician Medical Practitioners (NMPs) include:

- Physician Assistant (PA)
- Nurse Practitioner (NP)
- Certified Nurse Midwife (CNM)
- Licensed Midwife (LM)

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS</td>
<td>Physician assistant, nurse practitioner or clinical nurse specialist services for assistant at surgery. Certified nurse midwives (CNM) may be reimbursed as an “assistant at surgery” during cesarean section deliveries performed by a licensed physician and surgeon.</td>
</tr>
<tr>
<td>SA</td>
<td>Nurse practitioner rendering service in collaboration with a physician</td>
</tr>
<tr>
<td>SB</td>
<td>Nurse midwife. Used when Certified Nurse Midwife service is billed by a physician, hospital outpatient department or organized outpatient clinic (not by CNM billing under his or her own provider number)</td>
</tr>
<tr>
<td>U7</td>
<td>Used to denote services rendered by physician assistant (PA)</td>
</tr>
<tr>
<td>U9</td>
<td>Used to denote services rendered by licensed midwife (LM)</td>
</tr>
</tbody>
</table>

Billing Information

Reimbursement for services rendered by an NMP can only be made to the employing physician, organized outpatient clinic or hospital outpatient department. Separate reimbursement is not made for physician supervision of an NMP.

The following items need to be included on claim forms for reimbursement:

- The NMP’s NPI must be noted in the Remarks field (Box 80) on UB-04 claims or Additional Claim Information field (Box 19) on CMS-1500 claims.
- When billing for assistant surgeon services performed by the PA, services must be billed with modifiers 80 and 99 (multiple modifiers). (99 = 80 + U7).

NOTE

Surgical codes that are reimbursable for NMP services can be found in the Non-Physician Medical Practitioners (NMP) section (non ph) of the Part 2 provider manual. Separate reimbursement is not made for physician supervision of an NMP.
### NMP Services Claim Examples

**Sample: Partial CMS-1500 Claim Form**

<table>
<thead>
<tr>
<th>#</th>
<th>ITEM DESCRIPTION</th>
<th>HCPCS CODE</th>
<th>H/SN</th>
<th>ITEM SN</th>
<th>ITEM SN</th>
<th>TOTAL CHARGES</th>
<th>D</th>
<th>A</th>
<th>C</th>
<th>M</th>
<th>N</th>
<th>O</th>
<th>P</th>
<th>Q</th>
<th>R</th>
<th>S</th>
<th>T</th>
<th>U</th>
<th>V</th>
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<th>Z</th>
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</thead>
<tbody>
<tr>
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<td>COLPOSCOPY</td>
<td>57452SA</td>
<td>021116</td>
<td>1</td>
<td>27500</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Sample: Partial UB-04 Claim Form**

<table>
<thead>
<tr>
<th>#</th>
<th>ITEM DESCRIPTION</th>
<th>HCPCS CODE</th>
<th>D</th>
<th>A</th>
<th>C</th>
<th>M</th>
<th>N</th>
<th>O</th>
<th>P</th>
<th>Q</th>
<th>R</th>
<th>S</th>
<th>T</th>
<th>U</th>
<th>V</th>
<th>W</th>
<th>X</th>
<th>Y</th>
<th>Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>COLPOSCOPY</td>
<td>57452SA</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

---

June 2017
## Anesthesia-Related Drugs and Supplies Modifiers

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UA</td>
<td>Used for surgical or non-general anesthesia-related supplies and drugs, including surgical trays and plaster casting supplies, provided in conjunction with a surgical procedure code.</td>
</tr>
<tr>
<td>UB</td>
<td>Used for surgical or general anesthesia-related supplies and drugs, including surgical trays and plaster casting supplies, provided in conjunction with a surgical procedure code.</td>
</tr>
</tbody>
</table>

### Billing Reminders
- Modifiers UA and UB are mutually exclusive; therefore, only one modifier is allowed for each surgical procedure.
- Modifiers UA and UB do not conflict with the use of other required modifiers. Modifiers AG or 80 may be used on separate lines with UA or UB on the same claim form.
- Do not attach an itemized list of supplies to the claim.
- Surgical procedures with modifier UA or UB performed more than once on the same day to the same recipient by the same or different provider(s) require additional documentation.
By Report Documentation

The following is a list of Medi-Cal services that require attachments:

- Anesthesia time
- “By Report” procedures/modifiers
- Delay Reason Code used on claim
- Denials from Other Health Coverage (OHC) carriers
- Emergency Statement required
- Medicare Non-Covered or Denied services
- Multiple modifiers
- No price is listed
- Specific surgical procedures
- Sterilization or hysterectomy
- Unlisted injections
- Unlisted services (for example, 36299)
  - No specific CPT-4 description of service
  - Requires a TAR
  - Time involved
  - Nature and purpose of procedure
  - Relation to diagnosis
- Unusual/Complicated procedures

“By Report” Documentation Requirements

The Medical Review Unit is unable to process “By Report” claims without the following information on the attachment:

- Patient’s name
- Date of service
- Procedure code
- Operative report stating the time involved, the nature and purpose of procedure/service and how it relates to diagnosis
- Estimated follow-up days
- Size, number and location of lesions (if applicable)

NOTE

“By Report” claim submissions do not always require an attachment. For some procedures, entering information in the Remarks field (Box 80) for UB-04 claims and Additional Claim Information field (Box 19) for CMS-1500 claims may be sufficient.
# Common Denials

<table>
<thead>
<tr>
<th>RAD Code</th>
<th>Description</th>
<th>Follow-Up Procedure</th>
</tr>
</thead>
</table>
| 0196     | This procedure requires a modifier; modifier is not present                  | • Rebill the claim within six months from the month of service  
|          |                                                                              | • Submit a *Claims Inquiry Form (CIF)* within six months from the denial date (date on RAD)  
|          |                                                                              | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 0326     | Another procedure with a primary surgeon modifier has been previously paid for the same recipient on the same date of service | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 9068     | Submit documentation indicating the procedure performed was unilateral or bilateral | • Rebill the claim within six months from the month of service  
|          |                                                                              | • Submit a *Claims Inquiry Form (CIF)* within six months from the denial date (date on RAD)  
|          |                                                                              | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 9106     | This modifier requires a breakdown (for example, 99 = 80 + 51)               | • Rebill the claim within six months from the month of service  
|          |                                                                              | • Submit a *Claims Inquiry Form (CIF)* within six months from the denial date (date on RAD)  
|          |                                                                              | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 9118     | This modifier is not payable without a primary surgeon modifier             | • Rebill the claim within six months from the month of service  
|          |                                                                              | • Submit a *Claims Inquiry Form (CIF)* within six months from the denial date (date on RAD)  
|          |                                                                              | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 9940     | NCCI (National Correct Coding Initiative) claim line is billed with multiple NCCI modifiers | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
| 9941     | NCCI (National Correct Coding Initiative) column 2 procedure code is not allowed when column 1 procedure has been paid | • Submit an Appeal within 90 days from the denial date (date on RAD)  |
Learning Activity

Modifier Review

1. An assistant surgeon was involved in performing the procedure. What modifier should be used to bill for the assistant’s services?
   a. 99
   b. 80
   c. U7

2. Surgical procedures that require two surgeons who perform on distinct anatomical regions on the same recipient, same date of service, may each bill with modifier AG on separate claims.
   a. True
   b. False

3. Procedures billed with modifier 51 are reimbursed at what percentage of the Medi-Cal maximum allowable?
   a. 50%
   b. 100%
   c. Both

4. Is it possible to bill with more than one primary surgical procedure with modifier AG on the same date of service?
   a. Yes
   b. No

5. For dates of service on or after October 1, 2015, providers should use the letter “O” to document the ICD indicator?
   a. True
   b. False

6. When billing for Physician Assistant (PA), what modifier should be used?
   a. 80
   b. U7
   c. 99 = (U7 + 80)
   d. None

Answer key: 1) b; 2) a; 3) c; 4) a; 5) b; 6) b
Resource Information

References

The following reference materials provide Medi-Cal billing and policy information.

Provider Manual References

Part 2

Anesthesia (anest)
CMS-1500 Special Billing Instructions (cms spec)
Correct Coding Initiative: National (correct)
Correct Coding Initiative: National – Claim Preparation (correct cod)
Hysterectomy (hyst)
Modifiers: Approved List (modif app)
Non-Physician Medical Practitioners (NMP) (non ph)
Non-Physician Medical Practitioner (NMP) Billing Example: CMS-1500 (non ph cms)
Non-Physician Medical Practitioner (NMP) Billing Example: UB-04 (non ph ub)
Sterilization (ster)
Supplies and Drugs (supp drug)
Surgery (surg)
Surgery Billing Examples: CMS 1500 (surg bil cms)
Surgery Billing Examples: UB-04 (surg bil ub)
Surgery: Billing with Modifiers (surg bil mod)
UB-04 Special Billing Instructions for Inpatient Services (ub spec ip)
UB-04 Special Billing Instructions for Outpatient Services (ub spec op)
# Appendix

## Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ADHC</td>
<td>Adult Day Health Care</td>
</tr>
<tr>
<td>AEVS</td>
<td>Automated Eligibility Verification System</td>
</tr>
<tr>
<td>ALLOW</td>
<td>Allowed</td>
</tr>
<tr>
<td>AMT</td>
<td>Amount</td>
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<tr>
<td>A/R</td>
<td>Accounts Receivable</td>
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<tr>
<td>BIC</td>
<td>Benefits Identification Card</td>
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<tr>
<td>CCN</td>
<td>Claim Control Number</td>
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<tr>
<td>CCS</td>
<td>California Children's Services</td>
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<tr>
<td>CIF</td>
<td>Claims Inquiry Form</td>
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<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
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<td>CNM</td>
<td>Certified Nurse Midwife</td>
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<td>COBC</td>
<td>Coordination of Benefits Contractor</td>
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<tr>
<td>CWF</td>
<td>Common Working File</td>
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<tr>
<td>DHCS</td>
<td>Department of Health Care Services</td>
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<tr>
<td>DMAC</td>
<td>Durable Medical Equipment Medicare Administrative Contractor</td>
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<tr>
<td>DOB</td>
<td>Date of Birth</td>
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<td>DOS</td>
<td>Date of Service</td>
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<tr>
<td>EAPC</td>
<td>Expanded Access to Primary Care</td>
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<tr>
<td>E&amp;M</td>
<td>Evaluation and Management</td>
</tr>
<tr>
<td>EOB</td>
<td>Explanation of Benefits</td>
</tr>
<tr>
<td>EOMB</td>
<td>Explanation of Medicare Benefits</td>
</tr>
<tr>
<td>EPSDT</td>
<td>Early and Periodic Screening, Diagnosis and Treatment</td>
</tr>
<tr>
<td>ERA</td>
<td>Electronic Remittance Advice</td>
</tr>
<tr>
<td>EVC</td>
<td>Eligibility Verification Confirmation</td>
</tr>
<tr>
<td>EWC</td>
<td>Every Woman Counts</td>
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FI  Fiscal Intermediary; contractor for DHCS responsible for claims processing, provider services, and other fiscal operations of the Medi-Cal program
GHI  Group Health Incorporated
GHPP  Genetically Handicapped Persons Program
HCP  Health Care Plan
HCPCS  Healthcare Common Procedure Coding System
HHS  Department of Health and Human Services
HIC  Health Insurance Claim
HMO  Health Maintenance Organization
ICD  International Classification of Diseases
ID  Identification
IP  Inpatient Services
IRCA  Immigration Reform and Control Act
LSRS  Laboratory Services Reservation System (LSRS)
LTC  Long Term Care
MAC  Medicare Administrative Contractor
MAPD  Medicare Advantage Prescription Drug
MNSIRA  Medicare National Standard Intermediary Remittance Advice
MREP  Medicare Remit Easy Print Software
MRN  Medicare Remittance Notice
MSA  Medi-Cal Savings Account
MUE  Medically Unlikely Edit
NCCI  National Correct Coding Initiative
NDC  National Drug Code
NF  Nursing Facility
NMP  Non-Physician Medical Practitioner
NP  Nurse Practitioner
NPI  National Provider Identifier
OB  Obstetrics
OBRA  Federal Omnibus Budget Reconciliation Act
OHC  Other Health Coverage
OP  Outpatient Services
PA  Physician Assistant
PACT  Planning, Access, Care and Treatment
PDP  Prescription Drug Plan
PFFS  Private Fee-For-Service
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<td>POE</td>
<td>Proof of Eligibility</td>
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<td>Point of Service</td>
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<td>Preferred Provider Organization</td>
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<td>Treatment Authorization Request</td>
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<tr>
<td>UPN</td>
<td>Universal Product Number</td>
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