

Provider

Alert



Subject: Passport Advantage New Guideline for Submitting Paper Claims
From: Passport Advantage
Sent: February 1, 2008
To: All Passport Advantage Providers

Provider Types Affected:

All Passport Advantage Providers

Background:

Effective March 1, 2008, Passport Advantage will no longer accept paper claim submissions on which information has been scratched out or covered with correction fluid. Using correction fluid or manually scratching out information is not compliant with HIPAA regulations.

Effective March 1, 2008, such manually corrected paper submissions will be returned to providers, and new, clean claim submissions will be required.

Provider Action Needed:

Please do not scratch out or use correction fluid to cover incorrect data on paper claims.

Although not preferred, if a correction is necessary, you may put a single line through the incorrect data, neatly print the corrected data, and initial the correction. Please be sure corrections are legible. Providers are strongly encouraged to re-submit with a clean claim form.

Questions:

If you have any questions regarding this communication, please contact the Provider Claims Service Unit (PCSU) at (502) 578-0775.

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