Important Notice Regarding Handwriting on Claims Submitted to Medicare in Massachusetts

Beginning in **February 2018**, NGS will return to the provider any paper claim submitted with handwriting on the face of the claim that is not a signature field, (i.e., Items 12, 13, or 31). A notice will be attached to the front of the returned claim and you will need to submit a new claim.

To ensure you are completing paper claims correctly, please reference the [Centers for Medicare & Medicaid Services (CMS) Internet-Only Manual (IOM) Publication 100-04, *Medicare Claims Processing Manual,* Chapter 26, Section 30, "Printing Standards and Print File Specifications Form CMS-1500"](#) (700 KB) contains the printing specifications for the CMS-1500 claim form. These printing specifications do not provide instructions to submit handwritten claims.

We understand this may require changes to your office practices and we offer alternatives to handwritten paper claims that would be of little cost to your practice.

Paper Claim Submission Guidelines

- Must use original forms, red and white CMS-1500 claim form
- Must be typewritten or computer generated
- Do not use highlighters, white-out or any other markers on the claim
- Avoid script, slanted or italicized type; 12-point type is preferred
- Do not use an imprinter to complete any portion of the claim form

Electronic claim submission and other transactions submitted electronically process considerably faster than paper submission. The [Electronic Data Interchange (EDI)](#) page on our website, explains how to enroll and what capabilities your office needs to be able to submit electronic claims.

Choose Your Claim Filing Option

Direct Filing

- Vendor's software program. A vendor provides hardware, software and/or ongoing support for total office automation or submission of EDI transactions directly to individual providers, billing agents, or clearinghouses/VANs/NSVs. (vendors submit for software-testing purposes only)
- NGS can provide you with no cost claim submission software, PC-ACE. Visit our web site at [PC-ACE](#) to learn more.
- Write your own program.

Clearinghouse or Billing Service

A clearinghouse or billing service can submit claims on your behalf. On our website under **Claims & Appeals > EDI Enrollment >** [Approved Entities](#), lists contact information for all

vendors, clearinghouses, and billing services that have been approved by NGS for electronic claim filing.

Benefits of Using Electronic Claim Submission

There are a number of advantages to enrolling and submitting claims online. Claims and other transactions submitted electronically process considerably faster than paper submission. For example, HIPAA-compliant **electronic claims** are held in the payment floor for **14 days** whereas **paper claims** are held in the payment floor for **29 days.**

Some of the other advantages of electronic submission include:

- **Increased cash flow** and lower administrative costs
- **Ease of billing**
- **Added efficiency** and accurate claims filing

- And more. Explore using the Connex portal.   www.ngsmedicare.com/Connex