



FINANCE
245 LEPHILLIP COURT, NE
CONCORD, NC 28025

PBH Finance Communication Bulletin

FY-0809-FN-37

To: PBH Community of Network Providers
From: Renee Snipes – Finance Director
Date: January 13, 2009
RE: Revised Resubmission of Denied Claims Instructions (Revision of Previous PBH Finance Communication FY-0708-FN-11)

Finance Communication FY-0708F-FN-11 has been revised as follows: Claim forms, HCFA 1500 and UB92, which are no longer accepted, have been deleted from the instructions. The time line to resubmit claims has been revised from “you will only have an additional 90 days to resubmit after the original claim’s denial date” to “you will have 180 days for resubmission from the original date of service, providing the original claim was submitted within 90 days from the service date.”

Provider Direct Claims Resubmission: In order to resubmit a claim that was previously denied for dates of service you will need to do the following for claims submitted through Provider Direct:

- In Box 22 on the CMS1500 you will need to key 10 and the claim number found on the RA where the claim was denied as the reference number.
- In Box 4 on the UB04 use 7 as the 4th digit which will indicate “replacement of prior claim”. You will need to reference the claim number for this form in box 64A (Document Control Number)

837 Claims Resubmission: In order to resubmit a claim that was previously denied for dates of service you will need to do the following for claims submitted via an 837 transaction set:

- In Loop 2300 – Claim segment / 5th element (CLM05-03), 7 (code for resubmission) should be submitted along with a REF segment with “F8” as reference code identifier & the claim # found on the RA as the reference number.

Here is an example:

CLM*01319300001*500***11::7*Y*A*Y*Y***02*****N~

REF*F8*111111~

It is important for you to note that you will have 180 days for resubmission from the original date of service, providing the original claim was submitted within 90 days from the service date.

Please contact your claims specialist if you have questions.

The alphabetical listing for providers is listed below:

A-D Sheila Morton @ (704) 721-7038
E-H Deana Harkey @ (704) 721-7081
I-Q Beth Thompson @ (704) 721-7077
R-Z Annette James @ (704) 721-7078

Thank you.