Thank you for joining the provider webinar:

NDC Billing Requirements

We will begin at 10:00 a.m.

Webinar reminders:

- All phone lines will be muted for the duration of the webinar

- You may use the chat box to submit questions throughout the webinar and they will be addressed during the Q&A portion of the webinar as time allows

- A copy of the presentation slides will be provided to you upon conclusion of the webinar
NDC Billing Requirements

July 29, 2019
Agenda

• Welcome and Opening Remarks
• AHCCCS Billing Requirements
• Encounter Editing for HCPCS/NDC Combinations
• Billing Errors Mercy Care Sees
• Questions
## Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.

### Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being, with special consideration for the underserved and those with complex health needs.

### Vision

Our members live a healthier life and achieve their full potential.

### Values

Our values guide us to approaching our work with integrity, confidence and clarity.

- **COMPASSION**: Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- **INNOVATION**: Mercy Care will be innovative thought leaders transforming the care delivery system.
- **COLLABORATION**: Mercy Care will seek partners to create exceptional results.
- **ADVOCACY**: Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.
AHCCCS Billing Requirements: CMS-1500

• NDC information must be included as a memo on claim lines using required data elements
• Each line must begin with NDC Qualifier N4
• Valid 11-digit NDC must immediately follow
• Note must conclude with a valid Unit of Measure including:
  • F2 International Unit
  • GR Gram (milligrams will not be accepted)
  • ML Milliliter
  • UN Unit (each)
• Only 1 NDC may be submitted per line/HCPCS code
AHCCCS Billing Requirements – UB-04

- NDC information must be included in Form Locator 43 (Revenue Code Description)
- Each line must begin with NDC Qualifier N4
- Valid 11-digit NDC must immediately follow
- Note must conclude with a valid Unit of Measure including:
  - F2 International Unit
  - GR Gram (milligrams will not be accepted)
  - ML Milliliter
  - UN Unit (each)
- Only 1 NDC may be submitted per line/HCPCS code
Resources

All information regarding the paper claim submissions can be found in the AHCCCS Fee-for-Service Provider Manual:

- Chapter 5: Billing on the CMS 1500 Claim Form
- Chapter 6: Billing on the UB-04 Claim Form
- NDC Billing Requirements FAQ

NDC information can be submitted electronically. Please review with your EDI clearinghouse for instructions on how to submit information through them.

- AHCCCS 837 Standard Companion Transaction Guide
Encounter Editing

- AHCCCS initially loaded PMMIS RF326 with Level II HCPCS for any active NDC on file
  - Devices and supplies not classified as drugs included
  - Does not include any Level I HCPCS codes
  - Table is updated weekly by AHCCCS
- In October 2018, AHCCCS began editing these combinations with encounter error S328
  - Prior to this time, this was considered a “soft” edit
  - This was moved to a “hard” denial edit at that time
## Example Data

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<tr>
<th>NDC</th>
<th>DESCRIPTION</th>
<th>HCPCS</th>
<th>SHORT DESCRIPTION</th>
<th>USR</th>
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</table>

| PF: 1=HLP  2=RTN  3=CLR  4=MSG  7=UP  8=DWN  10=TOP  11=BOT  12=ESC |
Billing errors causing rejections or denials

- Handwritten information is impossible to scan
  - Keying errors are prevalent because data entry cannot read the writing
- Improper format
- NDC in the wrong place on the form
- Billing electronically can save a lot of hassle (you can bill COB electronically)
- Typos on the NDC
- Terminated NDC
Provider Relations

- Contact your Provider Relations Representative directly
- Locate your Provider Relations Representative on website
  - [https://www.mercycareaz.org/providers/completecare-forproviders/](https://www.mercycareaz.org/providers/completecare-forproviders/)

You can reach our Provider Relations department by calling 602-263-3000 or 1-800-624-3879, Express Service Code 631.

For your convenience, below you can find a listing of your assigned Provider Relations representative, as well as their detailed contact information:

- Provider Relations Assignments - Maricopa County
- Provider Relations Assignments - ALTCS
- Provider Relations Assignments - Pima County
- Provider Relations Assignments - All Other Counties
- Provider Relations Management
Thank You