

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

TR: RF326 ACT: I AHCCCS - REFERENCE USER ID: 5M5 05/14/19
 NTR: ----- NDC TO HCPCS 11:31:21
 RF03L326

NDC: ----- HCPCS: -----

NDC	DESCRIPTION	HCPCS	SHORT DESCRIPTION	USR
00074128002	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00074128005	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00338811370	HEPARIN (PORCINE) LOCK FL	J1642	INJ HEPARIN SODIUM P	BAT
00409115170	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409115178	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409115270	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT
00409115278	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT
00409128031	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409128032	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409128033	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409128035	HEPARIN LOCK FLUSH 10 UNI	J1642	INJ HEPARIN SODIUM P	BAT
00409128131	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT
00409128132	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT
00409128133	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT
00409128135	HEPARIN LOCK FLUSH 100 UN	J1642	INJ HEPARIN SODIUM P	BAT

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/>

Provider Relations Department



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](#)

Questions



Thank You



mercy care