

Claims Submission Guidelines

Use the following guidelines when submitting patient claims:

- Submit your claims electronically when possible. (Reminder: This is a requirement for providers in the State of Minnesota per state regulations).
- If the services for which you are billing require authorization, ensure that you have received authorization for the services prior to billing.
- Submit claims on a completed CMS 1500 claim form. Superbills or claims submitted in other formats will not be accepted.
- Use current year CPT/HCPCS codes and diagnostic codes. Code claims with diagnosis codes at the greatest level of specificity.
- Submit your usual and customary fees for all services.
- It is advisable to submit claims promptly within thirty (30) days of the treatment date. Unless otherwise stated on the Plan Summary, Fulcrum requires submission of claims within ninety (90) days from the treatment date.
- Submit supporting documentation with claims that require retrospective review.
- Do NOT submit the same claim electronically, and then by fax or mail.
- Do NOT resubmit claims that have already been submitted and are in the process of being reviewed.

For the services listed below, submit with your claim exam findings, progress or treatment notes, or any clinical information that you feel is important to justify the necessity of the service:

- Claims submitted with a diagnosis that is not listed on eviCore's Chiropractic Diagnostic Code List.

Claims Inquiries and Filing Information

Use one of the following methods to inquire about claims:

- Log on to the secure provider portal (ChiroCare Connect).
- Call Customer Service for assistance.
- Check your Provider Manual

Please refer to the **Contact Information** in the Appendix for more information. Providers accessing this manual on-line can click the "Contact Us" button to view contact information.

Be sure to have the member identification number ready when you call to check the status of your claim. If you call after business hours, please leave a detailed voice mail message, and a Customer Service Representative will return your call the next business day.

Electronically

All claims from providers in Minnesota must be received by Fulcrum through electronic delivery methods in order to be eligible for processing. The Payer ID for electronic claim submissions to Fulcrum is LNDMK and is listed on applicable Plan Summaries. Prior to submitting your first claim, check to ensure that Payer ID LNDMK is loaded into your insurance library or the payer list in your practice management software.

Available independent resources for electronic billing include Internet or clearinghouse options:

<p>Internet</p>	<p>Post-N-Track</p> <p>Post-N-Track offers free direct claims submission to Fulcrum/eviCore. There are no transaction, installation, or support fees with the Post-N-Track solution. You can continue to use existing connections to clearinghouses without any conflicts.</p> <p>To sign up with Post-N-Track, or for additional information, contact Post-n-Track:</p> <p>Web: www.post-n-track.com</p> <p>Email: info@post-n-track.com</p> <p>Phone: (860) 257-2030</p>
<p>Clearinghouse</p>	<p>eviCore is contracted with the clearinghouses noted below. To sign up with one of these clearinghouses contact the clearinghouse directly.</p> <p>Post-N-Track:</p> <p>Refer to contact information above</p> <p>OptumInsight: (formerly Ingenix/ENS)</p> <p>Web: www.ingenix.com</p> <p>Email: engage@ingenix.com</p> <p>Phone: (800) 765-6713</p> <p>Emdeon:</p> <p>Web: www.emdeon.com</p> <p>Email: www.emdeon.com</p> <p>Phone: (877) 363-3666</p> <p>Infotech Global, Inc. (IGI):</p> <p>Web: www.iqiusa.com</p> <p>Email: info@iqiusa.com</p> <p>Phone: (877) 444-7194</p>

Supporting documentation for an electronic claim:

If supporting documents, such as a Primary Carrier Explanation of Benefits, an ID card copy, or progress notes are required for an electronic claim:

Electronically: Use the on-line claim attachments form through your clearinghouse.

Fax: Fax the attachment to eviCore's toll-free Claims line using the AUC Uniform Attachment Cover Sheet.

US Mail or Personal Delivery

Fulcrum accepts claim forms submitted by mail from eligible providers. Claims must be submitted on the most current CMS 1500 claim form. Please address your claims to the address indicated on the Plan Summary.

Note: Per Minnesota law, providers in Minnesota must submit all claims electronically.

Fax

Fulcrum accepts claims submitted by fax 24 hours per day, 7 days a week from eligible providers. Claims must be submitted on the most current CMS 1500 claim form to the number indicated on the Client/Plan Summary.

Note: Per Minnesota law, providers in Minnesota must submit all claims electronically.