

Reminders for provider validation on Medicaid claims

This article applies to Security Health Plan Medicaid products for all network and non-network physicians and provider groups, as well as other qualified health care professionals.

Security Health Plan adheres to ForwardHealth's claim billing guidelines for our Medicaid Managed Care programs. Information submitted in the referring, rendering and billing provider fields must match what is registered with ForwardHealth and be valid for the dates of service. Security Health Plan validates the information using the Medicaid Provider File Extract we receive from ForwardHealth. When the information submitted does not match the Provider File Extract, the claim will be denied.

The following information can also be found in the [Security Health Plan Provider Manual](#).

Referring provider requirements:

Claims submitted with a referring provider must include both the referring provider's name in element 17 and a valid Medicaid-enrolled NPI in element 17b.

- 17: Referring provider's name or other source - Enter "DN" qualifier (for referring provider only) followed by the provider's name.
- 17a: Other ID number – Not required.
- 17b: NPI Number - Enter a valid Medicaid-enrolled provider NPI.

Rendering provider requirements:

The following fields are required when the rendering provider is different than the billing provider listed in element 33a or if the billing provider is registered with the State of Wisconsin as a biller only (refer to ForwardHealth Topic # 3969).

- 24i: ID Qual - Enter a qualifier of "PXC" indicating provider taxonomy, in the *shaded area* of the detail line.
- 24j: Rendering provider identification information - Enter the 10-digit taxonomy code in the *shaded area* of this element and enter the rendering provider's NPI in the *white area*.

Billing provider requirements:

The billing provider address on both a CMS-1500 and UB must be the physical location, not a P.O. Box.

Claims must include the ZIP+4 Code of the billing provider's address on file with ForwardHealth, and it must align with the registered NPI and taxonomy for the billing provider. The ZIP+4 Code

helps identify a provider when the NPI reported to ForwardHealth corresponds to multiple enrollments and the reported taxonomy code does not uniquely identify the provider. (See Forward Health Topic #5097).

- CMS-1500
 - 33: Billing provider info and PH # - Enter the Medicaid-enrolled provider or supplier's billing name, physical address, and ZIP+4 Code.
 - 33a: NPI Number – Enter the Medicaid-enrolled billing provider NPI.
 - 33b: Other ID Number – Enter the qualifier "PXC" plus the Medicaid-enrolled 10-digit billing provider taxonomy that corresponds to the entered NPI and ZIP+4 Code.
- UB-04
 - Field 1: Provider name, address, and telephone number – Enter the Medicaid-enrolled provider information, including ZIP+4 Code.
 - Field 56: NPI – Enter the Medicaid-enrolled NPI that corresponds with the provider in Field 1.
 - Field 81CC a: Enter the qualifier "PXC" plus the Medicaid-enrolled 10-digit billing provider taxonomy that corresponds to the entered NPI and ZIP+4 Code.

If you need to make updates, have questions or want to confirm your provider enrollment with ForwardHealth:

- See ForwardHealth Topic #474.
- Call ForwardHealth Provider Services Call Center at 1-800-947-9627.
- See ForwardHealth Portal – indicates current provider registration
 - Click on Providers
 - Click on Request Portal Access under Quick Links
 - Enter NPI and click Search
 - Provider name, address (including ZIP+4 Code), taxonomy and provider description will populate