



CLAIMS PROCESSING PROCEDURES

1. For more efficient processing, Total Health Care encourages the submission of electronic claims. Total Health Care receives claims through -Emdeon, Ingenix, or Netwerkes, with payor ID 38201. To submit through another clearinghouse or have questions related to EDI submission; contact Mick Stachura at (313) 871-7811.

2. Paper claims must be submitted to Total Health Care at:

Total Health Care, Inc., Michigan
P.O. Box 21486
Eagan, MN 55121-0486

3. Paper claims must be standardized to meet imaging specifications as follows:

- Use only the red and white CMS 1500 claim form with pre-printed patch code for all submissions including status claims. No copies or other forms will be accepted.
- Use only the red and white UB 04 OCR/original claim for all submissions including status claims. No copies or other forms will be accepted.
- Do not cut perforated forms. The claim forms should be separated in a burster or hand separated.
- Make certain print type on the claim is a dark and legible print and printed within the correct column/ box. Make certain that no data is on the red dividing line.
- Do not handwrite on the claims forms. Type all claim information and comments.
- Eliminate all character symbols, i.e., periods, commas, etc.
- Do not staple claims and attachments.

4. The 11 digit National Drug Code (NDC) and its corresponding information, with the procedure code billed for a physician administered drug on paper CMS 1500, UB-04 and electronic professional and institutional claim formats. For more information, reference the MSA Bulletin 10-26.

5. No other formats are accepted. If claims are submitted in other formats, they will be returned as unacceptable.

6. All NPI and Tax ID numbers must be submitted.

7. Non-contracted providers will be paid at the Medicaid allowable.

8. Total Health Care's filing limit is 365 days from the date of service. Appeals and the resubmission of unclean claims must be received within 365 days of the denial.

For any questions, contact the Claims Department at (313) 871-2000.