

Claims Corner

Neighborhood News - July 2022

Claim Submission Reminders for Providers and Billers

1. Neighborhood uses technology to scan paper forms and eliminate keystroke errors. All new and corrected claims must be submitted on original (not photocopied) print versions of the industry standard CMS-1500 and CMS-1450 (UB-04) forms, as they are printed in special optical character recognition (OCR)-scannable red ink.
2. Claim forms must not contain any handwritten elements, stamps, correction fluid, or staples.
3. Data entered on the claim form must be properly aligned and fall completely within the applicable text fields. Data that is misaligned or ghosted elsewhere on the form is systematically recognized as an error and will result in the claim being returned to the sender for correction.
4. It is not necessary to provide a W-9 form with a claim unless it is the first time a claim is submitted to Neighborhood on a provider's behalf.
5. Populate fields 33 (Billing Provider) and 32 (Service Facility Location) on CMS-1500 claim forms carefully. If the service location is not receiving payment as intended, please contact Neighborhood Provider Services at (800) 963-1001 to make an update.

Claim Reconsiderations

Effective June 1, 2022, reconsideration requests must now be submitted [online](#) through the Neighborhood website.

- Populate the required information on the eForm, upload the applicable Remittance Advice and medical notes, and receive immediate notification of a successful submission.

Please note that Neighborhood will not respond to duplicate and triplicate reconsideration requests, as the first submission will be considered the official request in these instances. For additional information, please review the claim reconsideration process in the [Provider Manual](#).

Workers Compensation Claims

Please ensure that the "Employment - Yes" box in Field 10a on the CMS-1500 claim form is not selected if the billed services are not related to workers compensation. Claims submitted with the "Yes" box selected are denied so services may be submitted to the workers compensation carrier.

If a claim is inadvertently submitted with the "Yes" box checked but the claim is not for work-related services, a corrected claim must be submitted to Neighborhood to correct the error.