Providers of Chiropractic Services Appendices

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Appendix B-1

Technical Guidelines for Paper Claim Preparation
Form HFS 1443, Provider Invoice

Please follow these guidelines in the preparation of paper claims for imaging processing to assure the most efficient processing by the Department:

- Use original Department issued claim form. The Department will not accept downloaded, created, reproduced or faxed forms.
- Claims that are illegible will be returned to the provider.
- Claims with extreme print qualities, either light or dark, will not image.
- Use only one font style on a claim. Do not use bold print, italics, script or any font that has connecting characters.
- Claims should be typed or computer printed in capital letters. The character pitch/font size must be 10-12 printed characters per inch. Handwritten entries should be avoided, as they must be hand keyed which delays processing.
- Do not use punctuation marks, slashes, dashes or any special characters anywhere on the claim form.
- All entries must be within the specified boxes. Do not write outside the box.
- Red ink does not image. Use only black ink for entries on the billing form, attachments and provider signature. Stamped signatures are not acceptable.
- If corrections need to be made, reprinting the claim is preferred. Correction fluid or tape should be used sparingly.
- Remove the pin-feed strips on claims at the perforations only. Do not cut the strips, as it may alter the document size.
- Attachments containing a black border as a result of photocopying with the copier cover open cannot be imaged. Attachments must have a minimum one-half inch white border at the top and on the sides to ensure proper imaging of the document.
- For attachments containing gray areas, either as part of the original or as a result of photocopying a colored background, print in the gray area is likely to be unreadable. If information in this area is important, the document should be recopied to eliminate the graying effect as much as possible without making the print too light.
- Attachments should be paper-clipped or rubber-banded to claims. Do not fold invoices or fasten attachment with staples.

A sample of the HFS 1443(pdf), Provider Invoice, may be found on the Department's website.

Instructions for completion of the Provider Invoice follow in the order entries appear on the form. Mailing instructions follow the claim preparation instructions.

The left hand column of the following instructions identifies mandatory and optional items for form completion as follows:

Required = Entry always required.

Optional = Entry optional – In some cases failure to include an entry will result in certain assumptions by the Department and will preclude corrections of certain claiming errors by the Department.

Conditionally Required = Entries that are required based on certain circumstances. Conditions of the requirement are identified in the instruction text.

Not Required = Fields not applicable.

Completion	Item	Explanation and Instructions
Required	**1.**	**Provider Name** – Enter the provider's name exactly as it appears on the Provider Information Sheet.
Required	**2.**	**Provider Number** – Enter the provider's NPI.
Required	**3.**	**Payee** – Enter the one-digit code of the payee to whom payment is to be sent. Payees are coded numerically on the Provider Information Sheet.
Not Required	4.	Role – Leave blank.
Not Required	5.	Emer – Leave Blank.
Not Required	6.	Prior Approval – Leave blank.

Completion	Item	Explanation and Instructions
Optional	**7.**	**Provider Street** – Enter the street address of the provider's primary office. If the address is entered, the Department will, where possible, correct claims suspended due to provider errors. If address is not entered, the Department will not attempt corrections.
Conditionally Required	**8.**	**Facility & City Where Service Rendered** – This entry is required when Place of Service Code in Field 23 (Service Sections) is other than 11 (office) or 12 (home).
Optional	**9.**	**Provider City State ZIP** – Enter city, state and ZIP code of provider.
Not Required	10.	Referring Practitioner Name – Leave blank.
Required	**11.**	**Recipient Name** – Enter the patient's name. Separate the components of the name (first, middle initial, last) in the proper sections of the name field.
Required	**12.**	**Recipient No.** – Enter the nine-digit number assigned to the individual. Use no punctuation or spaces. Do **not** use the Case Identification Number.
Optional	**13.**	**Birth Date** – Enter the month, day and year of birth of the patient. Use the MMDDYYYY format. If the birth date is entered, the Department will where possible, correct claims suspended due to participant name or number errors. If the birth date is not entered, the Department will not attempt corrections.
Not Required	14.	H Kids – Leave Blank.
Not Required	15.	Fam Plan – Leave Blank.
Not Required	16.	St/Ab – Leave Blank
Required	**17.**	**Primary Diagnosis Description** – Enter the primary diagnosis that describes the condition primarily responsible for the patient's treatment.

Completion	Item	Explanation and Instructions
Required	**18.**	**Primary Diag. Code** – Enter the specific ICD-10 code without the decimal for the primary diagnosis described in Item 17.
Required	**19.**	**Taxonomy-** Enter the appropriate ten-digit HIPAA provider taxonomy code. Refer to the Taxonomy for 837P table in Chapter 300.
Optional	**20.**	**Provider Reference** – Enter up to 10 numbers or letters used in the provider's accounting system for identification. If this field is completed, the same data will appear on Form 194-M-2, Remittance Advice, returned to the provider.
Not Required	21.	Ref Prac No. – Leave blank.
Optional	**22.**	**Secondary Diag Code** – A secondary diagnosis code may be entered when applicable.
	23.	**Service Sections** – Complete one Service Section for each item or service provided to the patient.
Required		**Procedure Description/Drug Name, Form and Strength or Size** – Enter the description of the service provided or item dispensed.
Required		**Proc. Code/NDC** – Enter the appropriate CPT or HCPCS.
Conditionally Required		**Modifiers** – Enter the appropriate two-byte modifier(s) for the service performed. The Department can accept a maximum of 4 two-byte modifiers per Service Section.
Required		**Date of Service** – Enter the date the service was provided. Use MMDDYY format.
Required		**Cat. Serv.** – Enter the appropriate two-digit Category of Service code. 05 – Chiropractic Services

Completion	Item	Explanation and Instructions
Conditionally Required	**23. (cont.)**	**Delete** – When an error has been made that cannot be corrected, enter an "X" to delete the entire Service Section. Only the "X" will be recognized as a valid character; all others will be ignored.
Required		**Place of Serv.** – Enter the two-digit Place of Service code from the following list: 11 – Office 12 – Home 13 – Assisted Living Facility 14 – Group Home 31 – Skilled Nursing Facility 32 – Nursing Facility 33 – Custodial Care Facility
Required		**Units/Quantity** – Enter "1".
Not Required		Modifying Units – Leave Blank.
Conditionally Required		**TPL Code** –The patient's TPL code is to be entered in this field. Please refer to the "Source Code" field found in the TPL section of the MEDI eligibility verification for the three-digit TPL code. If the patient has more than one third party resource, the additional TPL is to be shown in Section 25. **Do not report Medicare Information in the TPL fields.** Refer to Appendix B-2 for information regarding Medicare crossovers. For Medicare denied services with an additional TPL resource involved, please report the following: • Do not report the Medicare information in the TPL field. • Do attach a copy of the Medicare EOMB. • Enter other TPL information in the TPL fields. • Do not attach a copy of the other TPL EOMB.

Completion	Item	Explanations and Instructions
Conditionally Required	**23. (cont.)**	**Spenddown** – Refer to Chapter 100 for a full explanation of the Spenddown policy. The following provides examples: When the date of service is the same as the "Spenddown Met" date on the HFS 2432 (Split Billing Transmittal) attach the HFS 2432 to the claim form. The split bill transmittal supplies the information necessary to complete the TPL fields. If Form HFS 2432 shows a participant liability greater than $0.00 the Service Section should be coded as follows: TPL Code 906 TPL Status 01 TPL Amount The actual participant liability as shown on Form HFS 2432. TPL Date The issue date on the bottom right corner of the HFS 2432. This is in MMDDYY format. If Form HFS 2432 shows a participant liability of $0.00 the Service Section should be coded as follows: TPL Code 906 TPL Status 04 TPL Amount 0 00 TPL Date The issue date on the bottom right corner of the HFS 2432. This is in MMDDYY format.

Completion	Item	Explanation and Instructions
Conditionally Required	**23. (cont.)**	**Status** – If a TPL code is shown in the previous item, a two-digit code indicating the disposition of the third party claim must be entered. No entry is required if the TPL code is blank. The TPL Status Codes are: **01 – TPL Adjudicated – total payment shown** – TPL Status Code 01 is to be entered when payment has been received from the patient's third party resource. The amount of payment received must be entered in the TPL amount box. **02 –TPL Adjudicated – patient not covered** – TPL Status Code 02 is to be entered when the provider is advised by the third party resource that the patient was not insured at the time services were provided. **03 – TPL Adjudicated – services not covered** – TPL Status Code 03 is to be entered when the provider is advised by the third party resource that services provided are not covered. **04 – TPL Adjudicated – Spenddown met** – TPL Status Code 04 is to be entered when the patient's Form HFS 2432 shows $0.00 liability. **05 – Patient Not Covered** – TPL Status Code 05 is to be entered when a patient informs the provider that the third party resource identified is not in force. **06 – Services Not Covered** – TPL Status Code 06 is to be entered when the provider determines that the identified resource is not applicable to the service provided. **07 – Third Party Adjudication Pending** – TPL Status Code 07 may be entered when a claim has been submitted to the third party, 60 days have elapsed since the third party was billed, and reasonable follow-up efforts to obtain payment have failed. **10 – Deductible Not Met** – TPL Status Code 10 is to be entered when the provider has been informed by the third party resource that non-payment of the service was because the deductible was not met.

<table>
<tr><th>Completion</th><th>Item</th><th>Explanation and Instructions</th></tr>
<tr><td>Conditionally Required</td><td>23. (cont.)</td><td>TPL Amount – Enter the amount of payment received from the patient’s third party for the service. A dollar amount entry is required if TPL Status Code 01 was entered in the “Status” box. For all other Status Codes, enter 0 00. If there is no TPL code, no entry is required.</td></tr>
<tr><td>Conditionally Required</td><td></td><td>TPL Date – A TPL date is required when any status code is shown. Use the date specified below for the applicable code:
Status Code — Date to be entered
01 Third Party Adjudication Date
02 Third Party Adjudication Date
03 Third Party Adjudication Date
04 Date from the HFS 2432, Split Billing Transmittal
05 Date of Service
06 Date of Service
07 Date of Service
10 Third Party Adjudication Date</td></tr>
<tr><td>Required</td><td></td><td>Provider Charge – Enter the total charge for the service, not deducting any TPL or co-pays.</td></tr>
<tr><td>Not Required</td><td>24.</td><td>Optical Materials Only - Leave blank.</td></tr>
<tr><td colspan="3">Sections 25 through 30 of the Provider Invoice are to be used: 1) to identify additional third party resources in instances where the patient has access to two or more resources and 2) to calculate total and net charges.

If an additional third party resource was identified for one or more of the services billed in Service Sections 1 through 6 of the Provider Invoice, complete the TPL fields in accordance with the following instructions.</td></tr>
<tr><td>Conditionally Required</td><td>25.</td><td>Sect. # – If more than one third party made a payment for a particular service, enter the Service Section number (1 through 6) in which that service is reported.

If a third party made a single payment for several services and did not specify the amount applicable to each, enter the number 0 (zero) in this field. When 0 is entered, the third party payment shown in section 25C will be applied to the total of all Service Sections on the Provider Invoice.</td></tr>
</table>

Completion	Item	Explanation and Instructions
Conditionally Required	**25A.**	**TPL Code** – Enter the appropriate TPL Code referencing the source of payment. If the TPL Codes are not appropriate enter 999 and enter the name of the payment source in section 35.
Conditionally Required	**25B.**	**Status** – Enter the appropriate TPL Status Code. See the Status field in Item 23 above for correct coding of this field.
Conditionally Required	**25C.**	**TPL Amount** – Enter the amount of payment received from the third party resource.
Conditionally Required	**25D.**	**TPL Date** – Enter the date the claim was adjudicated by the third party resource. See the TPL Date field in Item 23 above for correct coding of this field.
Conditionally Required	**26.**	**Sect. #** – Enter (See 25 above).
Conditionally Required	**26A.**	**TPL Code** – (See 25A above.)
Conditionally Required	**26B.**	**Status** – (See 25B above).
Conditionally Required	**26C.**	**TPL Amount** – (See 25C above).
Conditionally Required	**26D.**	**TPL Date** – (See 25D above).
Conditionally Required	**27.**	**Sect.** – (See 25 above).
Conditionally Required	**27A.**	**TPL Code** – (See 25A above).
Conditionally Required	**27B.**	**Status** – (See 25B above).
Conditionally Required	**27C.**	**TPL Amount** – (See 25C above).

Completion	Item	Explanation and Instructions
Conditionally Required	**27D.**	**TPL Date** – (See 25D above).
Claim Summary Fields: The three claim summary fields must be completed on all Provider Invoices. These fields are Total Charge, Total Deductions and Net Charge. They are located at the bottom far right of the form.		
Required	**28.**	**Tot Charge** – Enter the sum of all charges submitted on the Provider Invoice in Service Sections 1 through 6.
Required	**29.**	**Tot Deductions** – Enter the sum of all payments submitted in the TPL Amount field in the Service Sections 1 through 6. If no payment was received, enter zeroes (0 00).
Required	**30.**	**Net Charge** – Enter the difference between Total Charge and Total Deductions.
Required	**31.**	**# Sects** – Enter the total number of Service Sections completed in the top part of the form. This entry must be at least one and no more than six. Do not count any sections that were deleted because of errors.
Not Required	32.	Original DCN - Leave blank.
Not Required	33.	Sect - Leave blank.
Not Required	34.	Bill Type - Leave blank.
Conditionally Required	**35.**	**Uncoded TPL Name** – Enter the name of the third party resource. The name must be entered if TPL code 999 is used.
Required	**36-37**	**Provider Certification, Signature and Date** – After reading the certification statement, the provider or their designee must sign the completed form. The signature must be handwritten in black or dark blue ink. A stamped or facsimile signature is not acceptable. Billing forms received with a stamped or facsimile signature will be rejected. Unsigned invoices will be rejected. The signature date must be entered in MM/DD/YY format.

Mailing Instructions

The Provider Invoice is a single page or two-part form. The provider is to submit the original of the form to the Department as indicated below. The pin-feed guide strip of the two-part continuous feed form should be removed prior to submission to the Department. The copy of the claim should be retained by the provider.

Routine claims are to be mailed to the Department in pre-addressed mailing envelopes, HFS 1444, Provider Invoice Envelope, provided by the Department.

Mailing address: Healthcare and Family Services
P.O. Box 19105
Springfield, Illinois 62794-9105

Non-routine claims (claims with attachments, such as Medicare denial EOBs or split bill transmittals (HFS 2432)) are to be mailed to the Department in a pre-addressed mailing envelope, Form HFS 2248, NIPS Special Invoice Handling Envelope, which is provided by the Department for this purpose.

Mailing address: Healthcare and Family Services
P.O. Box 19118
Springfield, Illinois 62794-9118

Forms Requisition - Billing forms may be requested on the website or by submitting a HFS 1517 as explained in Chapter 100.

Appendix B-2

Technical Guidelines for Paper Claim Preparation
Form HFS 3797, Medicare Crossover Invoice

To assure the most efficient processing by the Department, please follow these guidelines in the preparation of paper claims for image processing:

- Use original Department issued claim form. The Department will not accept downloaded, created, reproduced or faxed forms.
- Claims that are illegible will be returned to the provider.
- Claims with extreme print qualities, either light or dark, will not image and will be returned to the provider.
- Use only one font style on a claim. Do not use bold print, italics, script or any font that has connecting characters.
- Claims should be typed or computer printed in capital letters. The character pitch/font size must be 10-12 printed characters per inch. Handwritten entries should be avoided, as they must hand keyed which delays processing.
- Do not use punctuation marks, slashes, dashes or any special characters anywhere on the claim form.
- All entries must be within the specified boxes. Do not write in the margins.
- Red ink does not image. Use only black ink for entries on the billing form, attachments and provider signature. Stamped signatures are not acceptable.
- If corrections need to be made, reprinting the claim is preferred. Correction fluid or tape should be used sparingly.
- Remove the pin-feed strips on claims at the perforations only. Do not alter the document size.
- Attachments containing a black border as a result of photocopying with the copier cover open cannot be imaged. Attachments must have a minimum one-half inch white border at the top and on the sides to ensure proper imaging of the document.
- Print in the gray area of attachments, either as part of the original or as a result of photocopying a colored background, is likely to be unreadable. If information in this area is important, the document should be recopied to eliminate the graying effect as much as possible without making the print too light.
- Attachments should be paper-clipped or rubber-banded to claims. Do not fold invoices or fasten attachment with staples.

Do not attach a copy of the Explanation of Medicare Benefits (EOMB) when billing on the HFS 3797.

A sample of the HFS 3797 (pdf), Medicare Crossover Invoice, may be found on the Department's website.

Instructions for completion of this invoice follow in the order that entries appear on the form. Mailing instructions follow the claim preparation instructions. **If billing for a Medicare denied or disallowed service, bill on the appropriate HFS Medicaid form.**

The left hand column of the following instructions identifies mandatory and optional items for form completion as follows:

Required = Entry always required.

Optional = Entry optional – In some cases failure to include an entry will result in certain assumptions by the Department and will preclude corrections of certain claiming errors by the Department.

Conditionally Required = Entries that are required based on certain circumstances. Conditions of the requirement are identified in the instruction text.

Not Required = Fields not applicable.

Completion	Item	Explanation and Instructions
Required		**Claim Type** – Enter a capital "X" in the box labeled 23 – Practitioner (includes physicians, optometrists, podiatrists, chiropractors, therapists, audiologists, hospitals (fee-for-service), RHC, FQHC, and Imaging Centers). If provider type is not indicated as above, enter a capital "X" in the Practitioner box.
Required	**1.**	**Recipient's Name** - Enter the participant's name (first, middle, last).
Required	**2.**	**Recipient's Birth Date** - Enter the month, day and year of birth. Use the MMDDYY format.
Required	**3.**	**Recipient's Sex** – Enter a capital "X" in the appropriate box.

Completion	Item	Explanation and Instructions
Conditionally Required	**4.**	**Was Condition Related to** – **A.** Recipient's Employment - Treatment for an injury or illness that resulted from participant's employment, enter a capital "X" in the "Yes" box. **B.** Accident - Injury or a condition that resulted from an accident, enter a capital "X" in Field B, Auto or Other as appropriate. Any item marked "Yes" indicates there may be other insurance primary to Medicare. Identify primary insurance in Field 9.
Required	**5.**	**Recipient's Medicaid Number** – Enter the individual's assigned nine-digit number. Do not use the Case Identification Number.
Required	**6.**	**Medicare HIC (Health Insurance Claim) Number** – Enter the Medicare Health Insurance Claim Number (HICN).
Required	**7.**	**Recipient's Relation to Insured** – Enter a capital "X" in the "Self" box.
Required	**8.**	**Recipient's or Authorized Person's Signature** – The participant or authorized representative must sign and enter a date unless the signature is on file with the provider/supplier. **If the signature is on file, enter the statement "Signature on File" here**.
Conditionally Required	**9.**	**Other Health Insurance Information** - If the participant has an additional health benefit plan, enter a capital "X" in the "YES" box. Enter Insured's Name, Insurance Plan/Program Name And Policy/Group No., as appropriate.
Required	**10A.**	**Date(s) of Service** - Enter the date(s) of service submitted to Medicare. Use MMDDYY format in the "From" and "To" fields. The "From" and "To" fields must be the same date.
Required	**10B.**	**P.O.S. (Place of Service)** – Enter the two-digit POS code submitted to Medicare.

Completion	Item	Explanation and Instructions
Not Required	10C.	T.O.S. (Type of Service) – Leave blank.
Required	**10D.**	**Days or Units** – Enter the number of services (NOS) shown on the Explanation of Medicare Benefits (EOMB). All entries must be four digits, i.e., 0001.
Required	**10E.**	**Procedure Code** - Enter the procedure code adjudicated by Medicare shown on the Explanation of Medicare Benefits (EOMB).
Required	**10F.**	**Amount Allowed** – Enter the amount allowed by Medicare for the service(s) provided as shown on the Explanation of Medicare Benefits (EOMB).
Required	**10G.**	**Deductible** – Enter the deductible amount for service(s) as shown on the Explanation of Medicare Benefits (EOMB).
Required	**10H.**	**Coinsurance** – Enter the coinsurance amount for service(s) as shown on the Explanation of Medicare Benefits (EOMB).
Required	**10I.**	**Provider Paid** – Enter the amount the provider was paid by Medicare as shown on the Explanation of Medicare Benefits (EOMB).
Not Required	11.	For NDC Use Only – Not applicable for chiropractor claims.
Conditionally Required	**12.**	**For Modifier Use Only** – Enter HCPCS or CPT modifiers for the procedure code entered in Field 10E as shown on the Explanation of Medicare Benefits (EOMB).
Not Required	13A.	Origin of Service - Leave blank.
Not Required	13B.	Modifier - Leave blank.

Completion	Item	Explanation and Instructions
Not Required	14A.	Destination of Service – Leave blank.
Not Required	14B.	Modifier – Leave blank.
Not Required	15A.	Origin of Service – Leave blank.
Not Required	15B.	Modifier - Leave blank.
Not Required	16A.	Destination of Service - Leave blank.
Not Required	16B.	Modifier - Leave blank.
Optional	**17.**	**ICN #** - Enter the Medicare Invoice Control Number, Patient Account Number or Provider Reference Number. This field can accommodate up to 20 numbers or letters. If this field is completed, the same data will appear on Form HFS 194-M-2, Remittance Advice, returned to the provider.
Conditionally Required	**18.**	**Diagnosis or Nature of Injury or Illness** - Enter the description of the diagnosis or nature of injury or illness that describes the condition primarily responsible for the participant's treatments.
Required	**18A.**	**Primary Diagnosis Code** – Enter the appropriate diagnosis code without the decimal for the primary diagnosis described in Item 18.
Optional	**18B.**	**Secondary Diagnosis Code** – A secondary diagnosis may be entered if applicable. Enter the appropriate diagnosis code without the decimal for any applicable secondary diagnosis.
Required	**19.**	**Medicare Payment Date** – Enter the date Medicare made payment. This date is located on the Explanation of Medicare Benefits (EOMB). Use MMDDYY format.

Completion	Item	Explanation and Instructions
Conditionally Required	**20.**	**Name and Address of Facility Where Services Rendered** This entry is required when Place of Service (10B) is other than provider's office or participant's home. Enter the facility name and address where the service(s) was rendered. When the name and address of the facility where the services were rendered is the same as the biller's name and address as submitted in Field 22, enter the word "Same".
Required	**21.**	**Accept Assignment** – The provider must accept assignment of Medicare benefits for services provided to participants for the Department to consider payment of deductible and coinsurance amounts. Enter a capital "X" in the "Yes" box.
Required	**22.**	**Physician/Supplier Name, Address, City, State, and ZIP Code** – Enter the practitioner/supplier name exactly as it appears on the Provider Information Sheet in the "Provider Key".
Required	**23.**	**HFS Provider Number** – Enter the rendering Provider's NPI.
Required	**24.**	**Payee Code** – Enter the single digit number of the payee to whom the payment is to be sent. Payees are coded numerically on the Provider Information Sheet.
Conditionally Required	**25.**	**Name of Referring Physician or Facility** – Enter the name of the referring or ordering practitioner if the service or item was ordered or referred by a practitioner. Referring Physician – a practitioner who requests an item or service for the beneficiary for which payment may be made under the Medicare program. Ordering Physician – A practitioner who orders non-physician services for the participant such as diagnostic tests, clinical laboratory tests, pharmaceutical services, or durable medical equipment.
Conditionally Required	**26.**	**Identification Number of Referring Physician** – All claims for Medicare covered services and items that are a result of a practitioner's order or referral must include the ordering/referring practitioner's NPI number.
Not Required	27.	Medicare Provider ID Number - Leave blank.

<table>
<tr><th>Completion</th><th>Item</th><th>Explanation and Instructions</th></tr>
<tr><td>Required</td><td>28.</td><td>Taxonomy Code - Enter the appropriate ten-digit HIPAA Provider Taxonomy code. Refer to the Taxonomy for 837P table in Chapter 300.</td></tr>
<tr><td>Conditionally Required</td><td>29A.</td><td>TPL Code – The patient’s TPL code is to be entered in this field. Please refer to the “Source Code” field found in the TPL section of the MEDI eligibility verification for the three-digit TPL code. If the TPL code is not known, enter code "999."

If more than one third party made a payment for a particular service, the additional payment is to be shown in Field 30. Do not report Medicare information in the TPL fields.

Spenddown – Refer to Chapter 100 for a full explanation of the Spenddown policy. The following provides examples:

When the date of service is the same as the “Spenddown Met” date on the HFS 2432 (Split Billing Transmittal) the HFS 2432 must be attached to the claim form. The split bill transmittal supplies the information necessary to complete the TPL fields.

If the HFS 2432 shows a participant liability greater than $0.00, the fields should be coded as follows:
TPL Code 906
TPL Status 01
TPL Amount The actual participant liability as shown on the HFS 2432
TPL Date The issue date on the bottom right corner of the HFS 2432. This is in MMDDYY format.

If the HFS 2432 shows a participant liability of $0.00, the fields should be coded as follows:
TPL Code 906
TPL Status 04
TPL Amount 000
TPL Date The issue date on the bottom right corner of the HFS 2432. This is in MMDDYY format.</td></tr>
</table>

Completion	Item	Explanation and Instructions
Conditionally Required	**29B.**	**TPL Status** – If a TPL code is shown, a two-digit code indicating the disposition of the third party claim must be entered. The TPL Status Codes are: **01 – TPL Adjudicated – total payment shown:** TPL Status Code 01 is to be entered when payment has been received from the patient's third party resource. The amount of payment received must be entered in the TPL amount box. **02 – TPL Adjudicated – patient not covered:** TPL Status Code 02 is to be entered when the provider is advised by the third party resource that the patient was not insured at the time services were provided. **03 – TPL Adjudicated – services not covered:** TPL Status Code 03 is to be entered when the provider is advised by the third party resource that services provided are not covered. **04 – TPL Adjudicated – spenddown met:** TPL Status Code 04 is to be entered when the patient's Form HFS 2432 shows $0.00 liability. **05 – Patient not covered:** TPL Status Code 05 is to be entered when a patient informs the provider that the third party resource identified is not in force. **06 – Services not covered:** TPL Status Code 06 is to be entered when the provider determines that the identified resource is not applicable to the service provided. **07 – Third Party Adjudication Pending:** TPL Status Code 07 may be entered when a claim has been submitted to the third party, 60 days have elapsed since the third party was billed, and reasonable follow-up efforts to obtain payment have failed. **10 – Deductible not met:** TPL Status Code 10 is to be entered when the provider has been informed by the third party resource that non-payment of the service was because the deductible was not met.
Conditionally Required	**29C.**	**TPL Amount** – Enter the amount of payment received from the third party resource. If there is no TPL amount, enter $0.00. A dollar amount entry is required if TPL Status Code 01 was entered in the "Status" field.

Completion	Item	Explanation and Instructions
Conditionally Required	**29D.**	**TPL Date** – A TPL date is required when any status code is shown in Field 29B. Use the date specified below for the applicable TPL status code. Use the MMDDYY format. **Status Code** — **Date to be entered** 01 — Third Party Adjudication Date 02 — Third Party Adjudication Date 03 — Third Party Adjudication Date 04 — Date from the HFS 2432 05 — Date of Service 06 — Date of Service 07 — Date of Service 10 — Third Party Adjudication Date
Conditionally Required	**30A.**	**TPL Code** – (See 29A above).
Conditionally Required	**30B.**	**TPL Status** – (See 29B above).
Conditionally Required	**30C.**	**TPL Amount** – (See 29C above).
Conditionally Required	**30D.**	**TPL Date** – (See 29D above).
Required	**31.**	**Provider Signature** - After reading the certification statement printed on the back of the claim form, the provider or authorized representative must sign the completed form. The signature must be handwritten in black or dark blue ink. A stamped or facsimile signature is not acceptable. Billing forms received with a stamped or facsimile signature will be rejected. Unsigned invoices will be rejected. The provider's signature should not enter the date section of this field.
Required	**32.**	**Date** – The date of the provider's signature is to be entered in the MMDDYY format.

Mailing Instructions

The Medicare Crossover Invoice is a single page or two-part continuous feed form. The provider is to submit the original of the form to the Department as indicated below. The pin-feed guide strip of the two-part continuous feed form should be removed prior to submission to the Department. The yellow copy of the claim should be retained by the provider.

Invoices are to be mailed to the Department in the pre-addressed mailing envelopes, Form HFS 824MCR, Medicare Crossover Invoice Envelope, provided by the Department. Should envelopes be unavailable, the HFS 3797 (Medicare Crossover Invoice) can be mailed to:

Medicare Crossover Invoice
Healthcare and Family Services
Post Office Box 19109
Springfield, Illinois 62794-9109

Do not bend or fold claims prior to submission.

Forms Requisition - Billing forms may be requested on the website or by submitting a HFS 1517 as explained in Chapter 100.

Appendix B-3

Explanation of Information on Provider Information Sheet

The information contained on the Provider Information Sheet is the same as in the Department's files. Each time the provider receives a Provider Information Sheet, it is to be reviewed carefully for accuracy. The Provider Information Sheet contains information to be used by the provider in the preparation of claims; any inaccuracies found must be corrected and the Department notified immediately via IMPACT.

Failure of a provider to properly update the IMPACT with corrections or changes may cause an interruption in participation and payments.

The following information will appear on the Provider Information Sheet. A sample of a Provider Information Sheet is attached as Appendix B-3a.

Field	Explanation
Provider Key	This number uniquely identifies the provider and is used internally by the Department. It is directly linked to the reported NPI shown in Field 8.
Provider Name and Location	This area contains the **Name and Address** of the provider as carried in the Department's records. The three-digit **County** code identifies the county in which the provider maintains his primary office location. It is also used to identify a state if the provider's primary office location is outside of Illinois. The **Telephone Number** is the primary telephone number of the provider's primary office.
Enrollment Specifics	This area contains basic information concerning the provider's enrollment with the Department. **Provider Type** is a three-digit code and corresponding narrative that indicates the provider's classification. **Organization Type** is a two-digit code and corresponding narrative indicating the legal structure of the environment in which the provider primarily performs services. The possible codes are: 01 = Individual Practice 02 = Partnership 03 = Corporation 04 = Group Practice

<table>
<tr><th>Field</th><th>Explanation</th></tr>
<tr><td>Enrollment Specifics (cont)</td><td>Enrollment Status is a one-digit code and corresponding narrative that indicates whether or not the provider is currently an active participant in the Department's Medical Programs. The possible codes are:
B = Active
I = Inactive

Disregard the term NOCST if it appears in this item.

Immediately following the enrollment status indicator are the Begin date indicating when the provider was most recently enrolled in the Department's Medical Programs and the End date indicating the end of the provider's most current enrollment period. If the provider is still actively enrolled, the word "ACTIVE" will appear in the End date field.

Exception Indicator may contain a one-digit code and corresponding narrative indicating that the provider's claims will be reviewed manually prior to payment. The possible codes are:
A = Intent to Terminate
C = Citation to Discover Assets
D = Delinquent Child Support
E = Provider Review
F = Fraud Investigations
G = Garnishment
L = Student Loan Suspension
R = Intent to Terminate/Recovery
T = Tax Levy
X = Suspensions

If this item is blank, the provider has no exception.

Immediately following the Exception Indicator are the Begin date indicating the first date when the provider's claims are to be manually reviewed and the End date indicating the last date the provider's claims are to be manually reviewed. If the provider has no exception, the date fields will be blank.

AGR (Agreement) indicates whether the provider has agreed to the Terms & Conditions in IMPACT. If the value of the field is yes, the provider is eligible to submit claims electronically.</td></tr>
</table>

<table>
<tr><th>Field</th><th>Explanation</th></tr>
<tr><td>Certification/ License Number</td><td>This is a unique number identifying the license issued by a state agency authorizing a provider to practice or conduct business. This entry is followed by the Ending date indicating when the license will expire.</td></tr>
<tr><td>S.S. #</td><td>This is the provider’s Social Security or FEIN number.</td></tr>
<tr><td>Categories of Service</td><td>Eligibility Category of Service contains one or more three-digit codes and corresponding narrative indicating the types of service a provider is authorized to render to patients covered under the Department’s Medical Programs. The code for chiropractors is:
005– Chiropractic Services

This entry is followed by the date that the provider was approved to render chiropractic services.</td></tr>
<tr><td>Payee Information</td><td>This area records the name and address of any persons or entities authorized to receive payments on behalf of the provider. Each potential payee is assigned a single-digit Payee Code, which is to be used on the claim form to designate the payee to whom the warrant is to be paid.

Payee ID Number is a sixteen-digit identification number assigned to each payee to whom warrants may be issued. A portion of this number is used for tax reporting purposes; therefore no payments can be made to a payee unless the number is on file. Immediately following this number is the effective date when payment may be made to each payee on behalf of the provider.

The Medicare/PIN or the DMERC # is the number assigned to the payee by the Medicare Carrier to crossover Medicare billable services. The PIN is the number assigned by Medicare to a provider within a group practice, if applicable.</td></tr>
<tr><td>NPI</td><td>The National Provider Identification Number contained in the Department’s provider database.</td></tr>
<tr><td>Signature</td><td>The provider is required to affix an original signature when submitting charges to the Department of Healthcare and Family Services.</td></tr>
</table>

Appendix B-3a
Reduced Facsimile of Provider Information Sheet

```
                                              STATE OF ILLINOIS
MEDICAID SYSTEM (MMIS)                  HEALTHCARE AND FAMILY SERVICES                      RUN DATE: 02/02/16
PROVIDER SUBSYSTEM                                                                          RUN TIME: 11:47:06
REPORT ID:  A2741KD1                      PROVIDER INFORMATION SHEET                      MAINT DATE: 02/02/16
SEQUENCE:   PROVIDER TYPE                                                                     PAGE:    84
           PROVIDER NAME

- -PROVIDER KEY- -   PROVIDER NAME AND ADDRESS            PROVIDER TYPE:         014 - CHIROPRACTOR
                     GOODNIGHT E.J.                       ORGANIZATION TYPE:      01 - INDIVIDUAL PRACT
   0381112345        1421 MY STREET                       ENROLLMENT STATUS        B - ACTIV NOCST      BEGIN 01/15/02 END ACTIVE
                     ANYTOWN, IL  62000                   EXCEPTION INDICATOR        - NO EXCEPT        BEGIN          END
                                                                                                              AGR: YES  BILL: NONE
                     PROVIDER GENDER:
                     COUNTY 089-SCOTT                             CERTIFIC/LICENSE NUM - 016012345  ENDING 03/31/17
                     TELEPHONE NUMBER (217)742-1234                                                             UPIN#:
                                                                  LAST TRANSACTION ADD              AS OF 05/21/12  SS  #: 331313131
                                                                                                                CLIA#:
                   D.E.A.#:
                   RE-ENROLLMENT INDICATOR:  N   DATE: 11/15/15
HEALTHY KIDS/HEALTHY MOMS INFORMATION:  BEGIN DATE  /  /

                                                                                                     SPECIALTY
                                                    ELIG
 COS    ELIGIBILITY CATEGORY OF SERVICE             BEG DATE     COS    ELIGIBLITY CATEGORY OF SERVICE    BEG DATE

 005    CHIROPRACTIC SERVICES                       01/15/02

 PAYEE
 CODE      PAYEE NAME                 PAYEE STREET          PAYEE CITY          ST  ZIP    PAYEE ID NUMBER     DMERC#     EFF DATE
  1       E.J. GOODNIGHT              1421 MY STREET        ANYTOWN             IL  62000  0381112345-62000-01
          01/15/02                    DBA:                                          VENDOR ID: 01
          MEDICARE/PIN: 355730/L12345

   *** NPI NUMBERS REGISTERED FOR THIS PROVIDER ARE:
       XXXXXXXXX

                                          **********  PLEASE NOTE:  *********
   * ORIGINAL SIGNATURE OF PROVIDER REQUIRED WHEN SUBMITTING CHANGES VIA THIS FORM: DATE __________   X ______________________________
```

Appendix B-4

Internet Quick Reference Guide

The Department's handbooks are designed for use via the Internet and contain hyperlinks to the pertinent information.

Internet Site
Illinois Department of Healthcare and Family Services
Administrative Rules
All Kids Program
Care Coordination
Centers for Medicare and Medicaid Services (CMS)
Child Support Enforcement
Claims Processing System Issues
Dental Program
FamilyCare
Family Community Resource Centers
Health Benefits for Workers with Disabilities
Health Information Exchange
Home and Community Based Waiver Services
Illinois Health Connect
Illinois Veterans Care
Illinois Warrior Assistance Program
Maternal and Child Health Promotion
Medical Electronic Data Interchange (MEDI)
Medical Forms Requests
Medical Programs Forms
Non-Institutional Provider Resources
Pharmacy Information
Place of Service Codes
Provider Enrollment Information
Provider Fee Schedules
Provider Handbooks
Provider Notices
Registration for E-mail Notification
State Chronic Renal Disease Program