

Quick Points



September 4, 2009

Information on sending attachments on electronic claim transactions

Employer Provider Network, Inc. (EPNI) has compiled a list of questions and answers in response to provider inquiries regarding sending attachments on electronic claim transactions.

Questions and answers

1. **My clinic has a policy of covering all documentation with an internal cover sheet to protect PHI. Should I be covering the attachments I am sending with this cover sheet?**

No. Per the AUC Guidelines the only acceptable cover sheet for attachments is the AUC Uniform COVER SHEET For Health Care Claim Attachments. This form can be modified to put a PHI message on the bottom of the page if you desire but it is the ONLY acceptable cover sheet when sending attachments.

2. **Can I send appeals, adjustment requests, status checks and general correspondence using the AUC Uniform COVER SHEET For Health Care Claim Attachments?**

No. The AUC Uniform COVER SHEET For Health Care Claim Attachments is ONLY for use when submitting attachments for first time claims that have been sent electronically. It is not to be used for appeals, adjustment requests, status checks or general correspondence. There are separate forms for these types of correspondence. Please use the appropriate cover sheet for each type of correspondence. Below is a list of the forms and fax numbers for each type of correspondence:

AUC Uniform COVER SHEET For Health Care Claim Attachments: **800-793-6928** (use for attachment to original claims only)

AUC Appeal Request Form: **651-662-2745** (use to submit claim appeals)

EPNI Provider Inquiry Form: **651-662-2745** (use to submit adjustments or to request a status check)

For further reference on the submission of attachments, please visit the AUC web site:
www.health.state.mn.us/auc

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3. Can I change or remove the AUC Logo on the AUC Uniform COVER SHEET For Health Care Claim Attachments?

No. Our automated intake process looks for the AUC Logo when preparing to scan the attachment. If the LOGO is missing or has been changed, the automated process cannot take place. This causes delays in the imaging of your document and ultimately can lead to delays in the processing and payment of your claim. This is another reason why you must not use an internal cover sheet. You must also fax your attachment head-up or top of the page first as the recognition software scans the top third of the page for the LOGO.

4. If I have the Other Insurance Carrier payment information in the 837 electronic claim transaction, do I also have to send the EOB in an attachment or notify EPNI that it is in my office?

No. Per the AUC Guidelines, you either submit the Other Insurance Carrier payment information within the 837 OR until December 15, 2009, you may submit the EOB as an attachment using the AUC Uniform COVER SHEET For Health Care Claim Attachments process. Be sure to note the appropriate information within the PWK segment in the 837 claim transaction if you are sending it as an attachment. HIPAA regulations forbid populating the claim record with Other Insurance Carrier information and sending the same information in an attachment.

5. Can I send the attachment before I send the 837 claim transaction?

Yes, provided you complete the PWK segment on the 837 with the appropriate information from the AUC Uniform COVER SHEET For Health Care Claim Attachments. The PWK segment must include the Report Type code, Report Transmission Code and the Transaction Control Number (the Attachment Control Number on the AUC Uniform COVER SHEET For Health Care Claim Attachments). Failure to include this information on the 837 will cause delays in processing and payment and may result in a denial of your claim.

Questions?

If you have questions, please contact provider service at **(651) 662-5200** or **1-800-262-0820**.