

Family Care/WPS

General Claim Submission Requirements

General claim submission requirements:

The following information entered on a claim **must match the information on the authorization form received from your Family Care Managed Care Organization (MCO):**

1. **Member information:** ID number, first and last names, date of birth
2. **Provider information:** Billing/pay-to and servicing/business name and address
3. **Service codes:** Three- to four-digit revenue code or five-digit alphanumeric HCPCS/CPT
4. **Modifiers:** If listed on the authorization form, these must be entered on the claim
5. **Dates of Service:** Bill dates of service when services have been provided within the authorized date span (claims billed with future dates will be returned unentered)

NOTE:

- If services were performed on consecutive dates, bill a date span (e.g., 8/1-8/7)
- If services were performed on two or more nonconsecutive dates, bill one date per claim line (e.g., 8/1, 8/3, and 8/7)

6. **Total units:** Bill total number of units serviced or performed based on the authorized units

NOTE: Partial units or decimals should not be entered into this field

7. **Total charge:** Total charge should equal the unit rate times the number of units billed on the claim

EXAMPLE: Unit rate = \$9.00 x 5 units = \$45.00 total charge

NOTE: If the information on the authorization is incorrect, please contact your MCO prior to submitting a claim.

EDI (Electronic Data Interchange) claim submission requirements:

1. One unique service code per claim
EXCEPTIONS: Inlusa and My Choice Family Care transportation with additional mileage codes (S0209 must be billed with base code)
2. Bill services on the appropriate professional or institutional format
EXAMPLE: Family Care **personal care services** must be billed on the institutional format
3. Review all error reports promptly
Contact EDI at 800-782-2680, option 1 with any questions
4. Claims paid by Medicare or other insurance primary payers must be submitted on paper through the mail
5. Proper loop/segment of disclaimer codes, contact EDI at 800-782-2680, option 1

Visit the EDI website to review the Quick Start guidelines for Family Care claim submission:

wpshealth.com/resources/provider-resources/edi/software.shtml

Excel spreadsheet claim submission requirements:

1. All files must be named appropriately using the billing provider name and date of submission; if multiple files are uploaded on one day, use 1, 2, 3, etc. after the billing provider name
2. **Valid .xls or .xlsx file formats** are accepted; other file formats, such as .ods, .doc, .pdf, .csv, etc., **will not** be processed
3. Each line on the spreadsheet is a separate claim
NOTE: The following **cannot** be billed using the spreadsheet submission process:
 - Inlusa and My Choice Family Care transportation with additional mileage codes
4. Claim data must be entered into the appropriate fields in the correct format
EXAMPLE:
 - Three- or four-digit revenue codes must be entered in the revenue code field only
 - Five-digit HCPCS/CPT codes must be entered in the HCPCS/CPT field only
 - Date of birth and date of service should be entered as MMDDYYYY without any special characters (/ or -)
5. Disclaimer codes are only accepted in the disclaimer code field and will not be processed if listed in any other field
6. Always check the MOVEit logs to verify that the action column states “uploaded (integrity OK or integrity not checked).” **If the action column states “failed” or “deleted,” upload the file again**
7. Validate that the correct email address is listed under the notification section in the account options in MOVEit. If there is an error on a spreadsheet, notification will be sent to the email on file letting the provider know there is a package/message in MOVEit

Review the **Spreadsheet Submission Instructions** for proper formatting. Email FCWPS@wpsic.com with questions regarding the spreadsheet instructions or uploading a file.

Paper (CMS 1500, UB-04, and Family Care claim forms) claim submission requirements:

1. One unique service code per claim
EXCEPTIONS:
 - Medicare or other insurance primary
 - Inlusa and My Choice Family Care transportation with additional mileage codes
2. For Family Care, the authorization number must be listed next to the specific service code, if applicable
3. Bill on the appropriate format (CMS 1500 or UB-04)
4. Claim data must be entered into the appropriate fields
EXAMPLE:
 - Authorization number, revenue codes, HCPCS/CPT codes, rendering provider NPI, etc.

Review the **Family Care nonstandard paper claim form tip sheets** to verify information is entered correctly.



Claim status questions?

Call the WPS/Family Care Contact Center at **800-223-6016**.

