FORMS

Number	Name	Revision Date
DHHS 126	Confidential Complaint	06/2007
DHHS 130	Claim Adjustment Form 130	03/2007
DHHS 205	Medicaid Refunds	01/2008
DHHS 931	Health Insurance Information Referral Form	02/2018
	Reasonable Effort Documentation	04/2014
	Duplicate Remittance Advice Request Form	09/2017
	Claim Reconsideration Form	11/2018
CMS-1500 (02/12)	Sample Claim Showing Medicare Denial with NPI	02/2012
CMS-1500 (02/12)	Sample Claim Showing Medicare Denial with NPI and Medicaid Provider ID	02/2012
	Sample Remittance Advice	04/2014
DHHS 168IS	Physician Certification of Incontinence Form	11/2021



CONFIDENTIAL COMPLAINT

SEND TO: DIRECTOR, DIVISION OF PROGRAM INTEGRITY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
P.O. BOX 100210, 1801 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29202-3210

PROGRAM INTEGRITY

THIS REPORT IS DESIGNED FOR THE REPORTING OF POSSIBLE ABUSE BY MEDICAID PROVIDERS AND/OR RECIPIENTS. USE THE SPACE BELOW TO EXPLAIN IN DETAIL YOUR COMPLAINT. PLEASE IDENTIFY YOURSELF AND WHERE YOU CAN BE REACHED FOR FUTURE REFERENCES. UNLESS OTHERWISE INDICATED, ALL INFORMATION SHOULD BE PRINTED OR TYPED.

YOUR COMPLAINT WILL REMAIN CONFIDENTIAL.

SUSPECTED INDIVIDUAL OR INDIVIDUALS:							
NPI or MEDICAID PROVIDER ID: (if applicable)		MEDICAID RECIPIENT ID NUMBE	ER: (if applicable)				
ADDRESS OF SUSPECT:		LOCATION OF INCIDENT:					
		DATE OF INCIDENT:					
COMPLAINT:							
NAME OF PERSON REPORTING: (Please print)	SIGNATU	RE OF PERSON REPORTING:	DATE OF REPORT				
ADDRESS OF PERSON REPORTING:		TELEPHONE NUMBER OF PERSON REPORTING:					
		SIGNATURE: (SCDHHS Representative Receiving Report)					

South Carolina Department of Health and Human Services - Claim Adjustment Form 130

Provider Name: (Please use black or blue ink when completing form)

Provider Address :	
Provider City , State, Zip:	Total paid amount on the original claim:
0.1.1000	
Original CCN:	
Provider ID: NPI:	
Recipient ID:	
Adjustment Type: Originator:	MCCS OProvider OMIVS
○ Void ○ Void/Replace ○ DHHS ○	MCCS OProvider OMIVS
Reason For Adjustment: (Fill One Only)	
Insurance payment different than original claim	Medicaid paid twice - void only
○ Keying errors (○ Incorrect provider paid
○ Incorrect recipient billed (Incorrect dates of service paid
O Voluntary provider refund due to health insurance (Provider filing error
O Voluntary provider refund due to casualty	Medicare adjusted the claim
O Voluntary provider refund due to Medicare (Other
For Agency Use Only Analys	et ID:
,	
Hospital/Office Visit included in Surgical Package	
Independent lab should be paid for service	─ Web Tool error
Assistant surgeon paid as primary surgeon	Reference File error
Multiple surgery claims submitted for the same DOS	MCCS processing error
	Claim review by Appeals
○ Rate change	J
Comments:	
Comments.	
Signature: D	oate:
Signature: D	Date:

South Carolina Department of Health and Human Services Form for Medicaid Refunds

Purpose: This form is to be used for all refund checks made to Medicaid. This form gives the information needed to properly account for the refund. If the form is incomplete, the provider will be contacted for the additional information.

	be completed.	Attach ap	propriate document(s) as listed in item 8.
1. Provider Name:				
2. Medicaid Legacy Provider # (Si OR	x Characters)			
3. NPI#		& Taxon	omy DDDD	
4. Person to Contact:		_ 5. Telepl	none Number:	
6. Reason for Refund: [check a	appropriate box]			
b Insurance Comp c Policy #: d Policyholder: e Group Name/Gr f Amount Insuran Medicare () Full payment ma () Deductible not d () Adjustment mad Requested by DHHS	ade by Medicare lue le by Medicare S (please attach a copy	of the request)		
7. Patient/Service Identification	:		_	
Patient Name	Medicaid I.D.# (10 digits)	Date(s) of Service	Amount of Medicaid Payment	Amount of Refund
8. Attachment(s): [Check appro	priate box] nce Advice (required)			



SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES MEDICAID HEALTH INSURANCE INFORMATION REFERRAL FORM

	Provider or Department	:Name:	Provider ID or NPI:
	Contact Person:	Phone #:	Date:
I	MANAGEMENT INF Beneficiary Name:	OR A MEDICAID BENEFICIAR FORMATION SYSTEM (MMIS)	Date Referral Completed:
	Insurance Company Na	me:	Group Number:
	Insured's Name:		
	Employer's Name/Addr	ess:	
	c. sı	ubscriber coverage lapsed - terminat	te coverage (date) te coverage (date) to over - new carrier is tew policy number is
		neficiary to add to insurance alread	y in MMIS for subscriber or other family member.
	ATTA	Submit this information to Medical Fax: or 803-252-0870	RIATE DOCUMENTATION TO THIS FORM. id Insurance Verification Services (MIVS). Mail: Post Office Box 101110 Columbia, SC 29211-9804



SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES REASONABLE EFFORT DOCUMENTATION

PROVIDER	DOS
NPI or MEDICAID PROVIDER ID	
MEDICAID BENEFICIARY NAME	
MEDICAID BENEFICIARY ID#	
INSURANCE COMPANY NAME	
POLICYHOLDER	
POLICY NUMBER	
ORIGINAL DATE FILED TO INSURANCE COMPANY	
DATE OF FOLLOW UP ACTIVITY	
RESULT:	
FURTHER ACTION TAKEN:	
DATE OF SECOND FOLLOW UP	
RESULT:	
I HAVE EXHAUSTED ALL OPTIONS FOR OBTAINING A PATHE PRIMARY INSURER.	AYMENT OR SUFFICIENT RESPONSE FROM
(SIGNATURE AND DAT	E)

ATTACH A COPY OF THE FORM TO A NEW CLAIM AND FORWARD TO YOUR MEDICAID CLAIMS

Revised 04/2014

PROCESSING POST OFFICE BOX.

South Carolina Department of Health and Human Services Duplicate Remittance Advice Request Form

Purpose: This form is to be used for all requests for duplicate remittance advices from South Carolina Medicaid. The form must be completed in its entirety in order to honor the request. If the form is incomplete, the form will be returned requesting the additional information.

Please contact the SCDHHS Medicaid Provider Service Center (PSC) at 1-888-289-0709 or submit an online inquiry at http://www.scdhhs.gov/contact-us for instructions on submission of your request.

riedicaid Legacy Provider #	(Six Characters)
	Taxonomy
	Telephone Number:
Please list the date(s) of the ren	nittance advice for which you are requesting a duplicate copy:
	re available electronically through the Web Tool. Plea ability of the remittance advice date before submit
Street Address for delivery of re	quest:
Street:	
City:	
State:	
Zip Code:	
Charges for duplicate remittance	e advice(s) are as follows:
	1
Request Processing Fee - <u>\$20.00</u>	
Request Processing Fee - <u>\$20.00</u> Page(s) copied - <u>.20 per page</u>	
Page(s) copied20 per page	t a charge is associated with this request and will be it adjustment on a future remittance advice.

SCDHHS (Revised 09/01/17)



Submit your Claim Reconsideration request to:

Fax: 1-855-563-7086

or

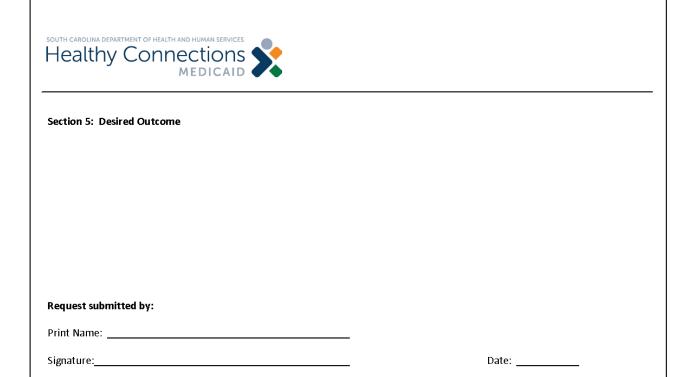
Mail: South Carolina Healthy Connections Medicaid

ATTN: Claim Reconsiderations Post Office Box 8809 Columbia, SC 29202-8809

CLAIM RECONSIDERATION FORM

Instructions: Complete this form within 30 days of receipt of the remittance advice reflecting the denied claim, and attach all documentation in support of your request. A separate SCDHHS CR form is required for each claim control number (CCN). Allow up to 60 days for a written response. Claim disputes must first be initiated through the Provider Service Center (PSC). Enter the PSC Communication ID in the required field below. For questions, contact the PSC at 1-888-289-0709. Note: Timely filing guidelines apply.

Section 1: Beneficiary Information	
Name (Last, First, MI):	
Date of Birth:	Medicaid BeneficiaryID:
Section 2: Provider Information	
Specify your affiliation: ☐ Physician ☐ Hospital ☐ Oth	her (DME, Lab, Home Health Agency, etc.):
NPI: Medicaid Provider ID:	Facility/Group/Provider Name:
Return Mailing Address: Street or Post Office Box	State ZIP
Contact: Email:	Telephone #: Fax #:
Section 3: Claim Information (Only one CCN allowed per reque	est.)
Communication ID: CCN:	: Date(s) of Service:
 □ AmbulanceServices □ AutismSpectrum Disorder (ASD) Services □ ClinicServices □ Community Long Term Care (CLTC) □ Community Mental Health Services □ Department of Disabilities and Special Needs (DDSN) Waivers □ Durable Medical Equipment (DME) 	Licensed Independent Practitioner's Rehabilitative Services (LIPS) Local Education Agencies (LEA) Medically Complex Children's (MCC) Waivers Nursing Facility Services / Intermediate Care Facility for Individual with Intellectual Disabilities (ICF/IID) Optional State Supplementation (OSS) Pharmacy Services Physicians Laboratories, and Other Medical Professionals Specify:
 □ Early InterventionServices □ Enhanced Services □ Federally Qualified Health Center (FQHC) □ Home Health Services □ Hospice Services □ Hospital Services 	 □ Private Rehabilitative Therapy and AudiologicalServices □ Psychiatric HospitalServices □ Rehabilitative Behavioral Health Services (RBHS) □ Rural Health Clinic (RHC) □ Targeted Case Management (TCM) □ Other:
SCDHHS-CR Form (11/18)	Page 1 of 2



SCDHHS-CR Form (11/18) Page 2 of 2



HEALTH INSURANCE CLAIM FORM

Home Health Service Sample Claim Showing Medicare Denial with NPI

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12 PICA 1. MEDICARE MEDICAR	_
1. MEDICARE MEDICARIO TRICARE CHAMPVA GROUP REALTH PLAN BECLING OTHER 18. INSURED'S LD. NUMBER (For Program in Item 1234567890 2. PATIENT'S NAME (Lust Name, First Name, Middle Initial) Doe, John A. 2. PATIENT'S ADDRESS (No., Street) 3. PATIENT'S ADDRESS (No., Street) 4. INSURED'S NAME (Lust Name, First Name, Middle Initial) 5. PATIENT'S ADDRESS (No., Street) 7. INSURED'S ADDRESS (No., Street)	_
Composition	
2. PATIENT'S NAME (Last Namo, First Namo, Middo Initial) Doe, John A. 1. PATIENT'S BIRTH DATE SEX 4. INSURED'S NAME (Last Namo, First Namo, Middo Initial) Doe, John A. 1. PATIENT'S ADDRESS (No., Street) 1. INSURED'S ADDRESS (No., Street) 1. INSURED'S ADDRESS (No., Street)	
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TTY STATE 8. RESERVED FOR NUCC USE CITY STATE	
P CODE TELEPHONE (Include Area Code) ZIP CODE TELEPHONE (Include Area Code)	1
29999 ()	
OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATIENT'S CONDITION RELATED TO: 11. INSURED'S POLICY GROUP OR FECA NUMBER	19
2222222228	
OTHER INSURED'S POLICY OR GROUP NUMBER a. EMPLOYMENT? (Current or Previous) a. INSURED'S POLICY OR GROUP NUMBER SEX	
YES X NO M F	
B. AUTO ACCIDENT? PLACE (State) b. OTHER CLAIM ID (Designated by NUCC)	
YES NO 1 0 00	
RESERVED FOR NUCC USE a. OTHER ACCIDENT?	
YEB NO 618	
INSURANCE PLAN NAME OR PROGRAM NAME 10d. CLAIN CODES (Designated by NUCC) d. IS THERE ANOTHER HEALTH BENEFIT PLAN?	_
YES NO # yes, complete items 9, 9a, and 9d.	
	Đ
PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize to repair to processory to process this claim. I also requise payment of medical benefits to this undersigned physician or supplie services of claim. I also requise payment of government benefits either to myself or to the party who accepts assignment.	er for
below.	
SIGNED Signature on File	
	M
DATE OF CURRENT ILLNESS, NAURY, or PREGNANCY (LMF) 15. OTHER DATE MM DD YY 18. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 18. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY 19. DATES PATIENT OCCUPATION MM D	Y
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VEB NO	

Sample Remittance Advice (page 1)
This page of the sample Remittance Advice shows a paid claim, suspended claim and rejected claim.

PROVIDER ID. + DEPT OF HEALTH AND HUMAN SERVICES								NAL SERVICE	PAYMEN'	PAGE ++				
AB0008000	00	EDICAID PR	OGRAM	+	REMIT	IAT	02/14/2014				1			
PROVIDERS OWN REF. NUMBER	REFERENCE	 PY IND	SERVICE R DATE(S) MMDDYY	ENDERED	AMOUNT	TITLE 19 PAYMENT	Т	RECIPIENT ID. NUMBER	RECIPIENT NAM		0	TLE. 18 ALLOWED CHARGES	COPAY AMT	TITLE 18 PAYMENT
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ABB3AA	1403004805012700A 01 02	 	 071913 071913 	 A5120 A4927 	24.00 12.00 12.00	0.00	R		M CLARK	946	 000 000 002	852 08/3	0.00	0.00
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FORM REFER	ERROR CODES LISTED ON THIS FORM REFER TO: "MEDICAID PROVIDER MANUAL". IF YOU STILL HAVE QUESTIONS++ PHONE THE D.H.H.S. NUMBER SPECIFIED FOR INQUIRY OF ++		+- +-	 \$ 	\$0.00		\$286.46 R = S =		PAYMENT MADE REJECTED IN PROCESS ENCOUNTER	ABC HEALT PO BOX 00 FLORENCE				1
PHONE THE I							++ 		FLORENCE SC 000			+		
CLAIMS IN S	THAT MANUAL.		CHECK TOTAL CHECK NUMBER											

Sample Remittance Advice (page 2)
This page of the sample Remittance Advice shows a paid claim, as well as a Void/Replacement claim for which both the Void and the Replacement processed during the same payment cycle.

PROVIDER	ID. + DEPT OF HEA	יו אי די די די די די די	O IIIIMANI CE	DITTORC		PROFESSI	ON	NAL SERVICE	-	PAYMENT				PAGE		
AB0008000						REMITT		ICE ADVICE		02/28/	/201	4		1		
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 ABB222222 	1405200415812200A 01 02			 S0315 S9445	 1192.00 800.00 392.00	117.71	P	1112233333	 M CLARK 		000	1 1	0.00	0.00		
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+			 +	+	+	++ \$286 +		'	+ US CODES:	PROVI	 IDER	++ NAME AND	ADDRESS			
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Sample Remittance Advice (page 3)
This page of the sample Remittance Advice shows a claim-level Void without a corresponding Replacement claim.

PROVIDER II +	+ DEPT OF HEA					+		CLAIM DJUSTMENTS	+ +		+	YMENT DA 2/28/201	
PROVIDERS OWN REF. NUMBER	CLAIM REFERENCE	PY	DATE(S)	ENDERED	AMOUNT BILLED	TITLE 19	T	RECIPIENT ID. NUMBER	į	F M	0	++ ORG CHECK DATE	ORIGINAL CCN
ABB222222	1405200077700000U 01 02 TOTALS		 100213 100213	 S0315 S9445 	453.00 60.00	197.71- 160.71- 33.00- 193.71-	P P 	!	CLARK	İ	000	i i	1328300224813300A
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			 +	0.	.00	+			4197304		F	LORENCE	SC 00000

Sample Remittance Advice (page 4)

This page of the sample Remittance Advice shows four gross-level adjustments. Gross-level adjustments always appear on the final page of the Remittance Advice.

PROVIDE	+						PAGE				
++ DEPT OF HEALTH AND HUMAN SERVICES AB11110000 +					 ADJUSTMENTS +		+	+		•	++ 3 ++
PROVIDERS OWN REF. NUMBER		SERVICE DATE(S) MMDDYY	PROC / DRUG	+ RECIPIENT ID. NUMBER	+ RECIPIEN' LAST NAM	F M	CHECK	1	+ ACTION 	DEBIT / CREDIT AMOUNT	EXCESS
TPL 2	 1404900004000100U	-		 			; 		 DEBIT	-2389.05	
TPL 4	 1405500076000400U	-					 		DEBIT	 -1949.90	
TPL 5	 1404900004000100U	-					 		DEBIT	 -477.25	
TPL 6	 1405500076000400U 	-		 			 		CREDIT	477.25 	
 				 	 		 	 PAGE TOTAL		 4338.95	0.00
	PROVDER INCENTIVE CREDIT AMOUNT		DEBIT BALANCE +- PRIOR TO THIS		++ +		ERTIFIE		+ IN		BE REFUNDED THE FUTURE
								0.00			+ 0.00
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	DEBIT 1		OUR CURRENT EBIT BALANCE	+ CHEC	K TOTAL CHE		HECK NU	+ MBER	ABC HEALTH PROVIDER		į
		Ι΄.	0.00	ľ	0.00			+ 	FLORENCE +		SC 00000



Henry McMaster GOVERNOR Robert M. Kerr DIRECTOR P.O. Box 8206 > Columbia, SC 29202 www.scdhhs.gov

PRESCRIBER CERTIFICATION OF INCONTINENCE

TO:	FROM						
	(Name of Prescriber)	(Name)				
	_(Address)	(Addr	ess)				
	(City, State) (ZIP)	(City,	State)	(ZIP)			
	(Phone)	(Phon	e)				
	(FAX)	(FAX	.)				
BENEF	FICIARY'S NAME:						
SOCIA	L SECURITY #:	DOB:#					
supplies Coverage	complete the areas below and return to the "FROM's (includes diapers/briefs/pull-ups, wipes, and/or ge of gloves for DDSN waiver clients is through the two one of the following conditions. Please check	underpads) throue Medicaid DME b	igh the Medicaio benefit. In order t	d Home Health benefit. to qualify the beneficiary			
	Incontinent of bladder						
Ш	Incontinent of bowel						
	ations for waiver and non-waiver beneficiaries are scriber signing the certification:	e effective for the t	imeframe indicat	ted below as certified by			
	3 months		9 months				
	6 months		2 months				
What is	the diagnosis related to incontinence?						
Does th	is beneficiary use any appliances (e.g., catheter, o	stomy) to prevent	incontinence? If	so, please list:			
Comme	ents (list incontinence supplies):						
Please i	indicate one of the following:						
	Incontinence Supplies are NOT medically nec	essary.					
	Incontinence Supplies are MEDICALLY NE	CESSARY for thi	s Medicaid benef	ficiary.			
Prescrib (Nurse	per's Signature: Practitioner or Physician Assistant signatures are	Date:acceptable)		_			

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