# FORMS

Number	Name	<b>Revision Date</b>
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	01/2008
	Reasonable Effort Documentation	05/2007
	Authorization Agreement for Electronic Funds Transfer	03/2011
	Duplicate Remittance Advice Request Form	10/2012
CMS-1500	Sample Health Insurance Claim Form	08/2005
	Sample Edit Correction Form	10/2008
	Sample Remittance Advice (three pages)	06/2007



STATE OF SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

# **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

<b>PROGRAM INTEGRITY</b> 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	R: (if applicable)						
ADDRESS OF SUSPECT:		LOCATION OF INCIDENT:							
		DATE OF INCIDENT:							
COMPLAINT:									
NAME OF PERSON REPORTING: (Please print)	SIGNATU	IRE OF PERSON REPORTING:	DATE OF REPORT						
ADDRESS OF PERSON REPORTING:		TELEPHONE NUMBER OF PERSON REPORTING:							
		SIGNATURE: (SCDHHS Representative	Receiving Report)						

SCDHHS Form 126 (revised 06/07)

## 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:							
Original CCN:									
Provider ID:	NPI:								
Recipient ID:									
Adjustment Type:         Originator:           Void         Void/Replace         OHHS         MCCS         Provider         MIVS									
Reason For Adjustment: (Fill One Only ) <ul> <li>Insurance payment different than original claim</li> <li>Keying errors</li> <li>Incorrect provider paid</li> <li>Incorrect recipient billed</li> <li>Voluntary provider refund due to health insurance</li> <li>Voluntary provider refund due to casualty</li> <li>Voluntary provider refund due to Medicare</li> <li>Other</li> </ul> Medicaid paid twice - void only									
For Agency Use Only       Analyst ID: <ul> <li>Hospital/Office Visit included in Surgical Package</li> <li>Independent lab should be paid for service</li> <li>Assistant surgeon paid as primary surgeon</li> <li>Multiple surgery claims submitted for the same DOS</li> <li>MMIS claims processing error</li> <li>Rate change</li> </ul>									
Comments:									
Signature <u>:</u> Phone <u>:</u>		)ate: DHHS Form 130 Revision date: 03-13-2007							

### 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.

Items 1, 2 or 3, 4, 5, 6, & 7 must be completed.	Attach appropriate document(s) as listed in item 8.
1. Provider Name:	
2. Medicaid Legacy Provider # (Six Characters)	1
3. NPI#	& Taxonomy
4. Person to Contact:	5. Telephone Number:
<ul> <li>6. Reason for Refund: [check appropriate box]</li> <li>Other Insurance Paid (please complete a – f be a Type of Insurance: ( ) Accident/Auto Liab b Insurance Company Name</li></ul>	Dility ( ) Health/Hospitalization

### 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 appropriate box]



Medicaid Remittance Advice (required)



Explanation of Benefits (EOMB) from Insurance Company (if applicable)



Explanation of Benefits (EOMB) from Medicare (if applicable)

Refund check

Make all checks payable to: South Carolina Department of Health and Human Services Mail to: SC Department of Health and Human Services

**Cash Receipts** Post Office Box 8355 Columbia, SC 29202-8355



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

~~~***99 <u>9</u>	Provider or Department Name:		Provider ID or NPI:
	Contact Person:	Phone #:	Date:
I	ADD INSURANCE FOR A MEDICAID MANAGEMENT INFORMATION SYS'		
	Beneficiary Name:	D	ate Referral Completed:
	Medicaid ID#:	Pe	blicy Number:
	Insurance Company Name:	G	roup Number:
	Insured's Name:	Iı	sured SSN:
	Employer's Name/Address:		
п	CHANGES TO AN INSURANCE RECO	RD THAT IS IN THE	MMIS – MIVS SHALL WORK WITHIN 5 DAYS
	a. beneficiary has never	been covered by the poli	cy – close insurance.
	b. beneficiary coverage	ended - terminate covera	ge (date)
	c. subscriber coverage la	apsed - terminate coverag	ge (date)
	d. subscriber changed pl	ans under employer - ne	w carrier is
		- new policy	number is
	e. beneficiary to add to in	nsurance already in MM	S for subscriber or other family member.
	(name)		
	ATTACH A COPY OF T	HE APPROPRIATE D	OCUMENTATION TO THIS FORM.
			ce Verification Services (MIVS).
	Fax: 803-252-087		Mail: ce Box 101110
		Columbia	, SC 29211-9804
III	NEW POLICY NUMBERS FOR INSUR (SCDHHS is collecting new unique policy online modification as computer resource	numbers and plans to	WITH THE SUBSCRIBER SSN replace existing insurance records through MMIS
	Medicaid Beneficiary ID:	S	SN:
	Carrier Name/Code:	New	Unique Policy Number:
	Submit this information to Sou Fax: 803-255-8225	or	of Health and Human Services (SCDHHS). Mail: e Box 8206, Attention TPL
		Columbia	SC 29202-8206



## 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	
<b>RESULT:</b>	

FURTHER ACTION TAKEN:

DATE OF SECOND FOLLOW UP

**RESULT:** 

# I HAVE EXHAUSTED ALL OPTIONS FOR OBTAINING A PAYMENT OR SUFFICIENT RESPONSE FROM THE PRIMARY INSURER.

### (SIGNATURE AND DATE)

ATTACH A COPY OF FORM TO THE APPROPRIATE CLAIM OR ECF AND FORWARD TO YOUR MEDICAID CLAIMS PROCESSING POST OFFICE BOX.

### South Carolina Department of Health and Human Services Electronic Funds Transfer (EFT) Authorization Agreement

PROVIDER INFORMATION			
Provider Name			
Medicaid Provider Number			
Provider NPI Number			
Provider Address			
City	State	Zip	
BANKING INFORMATION (Please inc. letterhead. This is required and the informat		-	
Financial Institution Name			
Financial Institution Address			
City		Zip	
Routing Number (nine digit)			
Account Number			
Type of Account (check one) Checking	Savings		
I (we) hereby authorize the Department of to initiate, if necessary, debit entries for any the financial institution named below, to cre entries will pertain only to the Departmen resulting from Medicaid services rendered b	v credit entries in error to edit and/or debit the same nt of Health and Huma	o my account indicated below me to such account. These c	and redit
I (we) understand that credit entries to the understanding that payment will be from statements or documents or concealments	federal and/or state f	unds and that any false cla	aims,
federal or state laws. I (we) certify that the information shown is	correct (we) agree	to provide thirty (30) days w	ritton
notice to the address shown below prior to			men
Contact Name:	Phone N	lumber:	
Signed		(Sign	
		(Print	)
Title	Date		
All EFT requests are subject to a 15-day pre- the qualifying financial institution before any			' <b>Y</b>

**RETURN COMPLETED FORM & BANK VERIFICATION DOCUMENT TO:** 

Department of Health and Human Services Medicaid Provider Enrollment P.O. BOX 8809, COLUMBIA, S.C. 29202-8809 FAX (803) 870-9022

### 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 Provider Service Center (PSC) at 1-888-289-0709 or submit an online inquiry at <a href="http://www.scdhhs.gov/contact-us">http://www.scdhhs.gov/contact-us</a> for instructions on submission of your request.

1.	Provider Name:
2.	Medicaid Legacy Provider # (Six Characters)
	NPI# & Taxonomy
3.	Person to Contact: 4. Telephone Number:
5.	Requesting:
	Complete Remittance       Remittance Pages       Edit Correction Pages         Package       Only       Only
6.	Please list the date(s) of the remittance advice for which you are requesting a duplicate copy:
7.	Street Address for delivery of request:
	Street:
	City:
	State:
	Zip Code:
8.	Charges for a duplicate remittance advice are as follows:
	Request Processing Fee - \$20.00
	Page(s) copied <u>20 per page</u>
	erstand and acknowledge that a charge is associated with this request and will be deducted my provider's payment by debit adjustment on a future remittance advice.

**Authorizing Signature** 

Date

SCDHHS (Revised 10/2012)

### 1500) HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

Image: Service Facility that the statements on the reverse apply to this bill and are made a part thereof.)       28. ERVICE FACILITY LOCATION INFORMATION       28. TOTAL CHARGE       29. AMOUNT PAID       30. BALANCE DUE         SIGNED       DATE       a.       NPI       a.       NPI	PICA			PICA			
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RETURN TO: MEDICAID CLAIMS RECEIPT P. O. BOX 1412 COLUMBIA, S.C. 29202-1412 INSURANCE POLICY INFORMATION

PROVIDER: ABC HEALTH PROVIDER

PO BOX 00000 ANYWHERE, SC 00000-0000

"PLEASE NOTE: EDIT CORRECTION FORMS RETURNED TO DHHS WITH NO CORRECTIVE ACTION WILL BE DISREGARDED" \* INDICATES A SPLIT CLAIM

# Sample Remittance Advice (page 1)

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.

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Sample Remittance Advice (page 2) This page of the sample Remittance Advice shows a claim-level Void without a corresponding Replacement claim.

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Sample Remittance Advice (page 3) 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.

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			BIT BALANCE IOR TO THIS MITTANCE	0.00			0.00	0	.00  -	THE FUTURE 0.00	
	++   0.00  ++ YOUR CURRENT DEBIT BALANCE ++					MAXIMUS AMT ++   0.00		PROVIDER 1	++		
			CHEC	+ K TOTAL	CI		+   MBER	ABC HEAL' PO BOX 0 FLORENCE	SC 00000		
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