

Dear Provider,

This is an important reminder from the Kaiser Permanente National Claims Administration (NCA).

It is NCA policy to accept only complete claims, as defined by California legal and regulatory requirements. Claims submitted that are not complete, which includes those submitted on nonstandard claim submission forms, will be rejected on receipt.

A “complete claim” includes all of the critical elements listed below, as well as supplemental documentation providing reasonably relevant information necessary to determine payer liability. The minimum acceptable submission is:

- For institutional providers, the completed data set or its successor format adopted by the National Uniform Billing Committee (NUBC), including all mandatory entries, submitted on the designated paper or electronic format as adopted by the NUBC. Paper claims for emergency care must include a legible emergency department report.
- For physicians and other professional providers the Centers for Medicare and Medicaid Services (CMS) Form 1500 or its successor adopted by the National Uniform Claim Committee (NUCC), using recognized CPT and ICD-9CM codes for dates of service prior to 10/01/2015 or ICD-10CM for dates of service 10/01/2015 and after, including all mandatory entries, submitted on the designated paper or electronic format.

NCA may request additional reasonably relevant information, including medical records, within 30 days of receiving a claim in which such records are not included. All rejections will include an explanation of why the claim was not accepted.

Claim forms must be typed or printed from a computer, or preferably sent via Electronic Data Interchange (EDI). Handwritten claims or reproduced black line claims and those using nonstandard, outdated or deleted CPT, HCPCS, ICD-9CM, ICD-10CM, or Revenue codes will not be accepted. Additionally, we ask that claims be submitted only once, and that duplicate submissions in alternative formats (i.e., electronic and paper) be avoided.

PLEASE NOTE: Claims for care provided to Medicare beneficiaries are subject to Medicare claims submission requirements, which may differ from those stated above.

If you have specific questions or concerns about these requirements, we invite you to contact us at 1-800-390-3510 to discuss them.

Thank you for your attention to this matter.

National Claims
Administration Kaiser
Permanente