



September 1, 2020

RE: Paper Claim Submission Changes

Effective: October 1, 2020

Dear Valued Provider,

This communication is to inform you of upcoming changes to the ATRIO paper claim submission requirements in an effort to comply with requirements for providing complete claims information to regulatory agencies. Accordingly, claims must reflect complete and accurate data in all the required fields on the Centers for Medicare & Medicaid Services (CMS)-1500 or UB-04 original Flint OCR Red, J6983 ink claim forms in order to be accepted as complete claims. Nonstandard forms include any that have been downloaded from the Internet or photocopied, which do not have the same measurements, margins, and colors as commercially available printed forms. Providers must adhere to the claims submission requirements below to ensure that submitted claims have all the required information necessary to process the claim.

The submission guidelines below will go into effect: 10/01/2020

	Acceptable	Not Acceptable after 10/01/2020
Professional Claims	CMS-1500 (02/12) form. Completed in accordance with the guidelines in the National Uniform Claim Committee (NUCC) 1500 Claim Form Reference Instruction Manual Version 8.0 7/20 at www.nucc.org	Any other form will be rejected with a letter sent to the provider indicating the reason for the rejection
Institutional Claims	UB-04 form. The form must be completed in accordance with the National Uniform Billing Committee (NUBC) Official UB-04 Data Specifications Manual at www.nubc.org	Any other form will be rejected with a letter sent to the provider indicating the reason for the rejection.
Dental Claims	ADA Dental Claim Form. The form is black and white and will remain acceptable.	
All Claims	<ol style="list-style-type: none"> 1. Flint optical character recognition (OCR) Red, J6983 (or exact match) ink form 2. Required original red form with the backer instructions 3. Typed in black ink 4. 10 or 12 point 5. Times New Roman font 6. Handwritten claims 	<p>Any of the following formats will be rejected.</p> <ol style="list-style-type: none"> 1. Submitted on black and white or forms other than CMS-1500 (02/12) and UB-04 2. Copies of the form

As a reminder, ATRIO does not require electronic claims submission, but we strongly encourage this as electronic claims adjudicate quicker and more efficiently than paper claims. A current list of ATRIO Payer IDs can be found on the ATRIO website <https://www.atriohp.com/providers/payer-ids-and-electronic-remittance-advice/>.

If you have any questions or concerns regarding this communication, please feel free to email ProviderRelations@atriohp.com or contact ATRIO Customer Service at (877) 672-8620, Monday through Friday, 8:00 am to 5:00 pm. TTY/TDD users should call (800) 735-2900.

Thank you for your patience and support as we continue to resolve these issues.

ATRIO Health Plans