

UB-04 Claim Form Instructions

November 18, 2014

Change history

Date (mm/dd/yyyy)	Description of changes	Pages impacted
11/26/2007	Revised instructions to reflect NDC requirements effective 01/01/08. Changed field requirements for Fields 8a, 8b, 48, 57 and 81A-D.	See Table of Contents
02/28/2008	Changed the example for situational field requirements on page 4, modified TPL instructions for single page claims on page 5, modified Field 43 NDC billing instructions to incorporate N4 on page 9, and edited the instructions for Field 55 on page 11.	Pages 4, 5, 9, and 11
07/06/2010	Under the shaded UB-04 field requirements section, corrected requirement for Fields 57A-C to match the written portion of the instructions (these fields are not required). Removed reference to form FH-72—this form is no longer used. Updated Health Management Systems' (HMS) contact phone and email address in the written instructions for Fields 31-34.	See Table of Contents
11/18/2010	Added special instructions in Field 39 for home health agencies.	See Table of Contents
05/14/2013	Updated all sections	All
11/18/2014	Added section titled "When benefits are exhausted"; updated Field 13 instructions; updated Field 58A-C requirement; updated Field 78 instructions on entering NPI of Ordering, Prescribing or Referring provider	Pages 4, 5, 6, 10 and 12

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These instructions address Nevada Medicaid paper claim requirements.

If you submit electronic claims through a clearinghouse, please contact the clearinghouse directly if you have a question specific to submitting a claim or receiving an electronic remittance advice. To register to submit electronic claims to Medicaid, see the [Electronic Claims/EDI](#) webpage online at <http://www.medicaid.nv.gov>. The EDI webpage contains EDI enrollment forms, announcements and companion guides.

Questions?

If you have any questions, please contact the Customer Service Center at (877) 638-3472.

Claims mailing address



Hewlett Packard Enterprise
PO Box 30042
Reno, NV 89520-3042

Adjustments, voids and any other written correspondence may also be sent to this address.

Provider training

Hewlett Packard Enterprise and the Division of Health Care Financing and Policy (DHCFP) offer free training classes throughout the year.

The [Provider Training Catalog](#) describes the training program and lists current training schedules. Billing staff, billing agencies, direct practitioners/health care providers, office managers, admitting and front-desk staff, etc., are invited to attend.

If you have questions or comments regarding training, contact the Hewlett Packard Enterprise Provider Training Unit at:

Phone: (877) 638-3472 (select option 2, then option 0, then option 4)

Email: NevadaProviderTraining@hpe.com

Web announcements

Web announcements appear on the [homepage](#) at <http://www.medicaid.nv.gov> and on the Announcements/Newsletters webpage.

Be sure to check this website at least weekly for these important updates.



Adjusting a claim

A claim adjustment may be submitted to modify a previously *paid* claim. Timely filing limits apply. To submit a claim adjustment, complete the claim form fields below:

- Field 4: Use 7 as the last digit in the Type of Bill code.
- Field 64: Enter the claim's *last paid* Internal Control Number (ICN).
- Field 75: Include the most appropriate adjustment reason code from the following table.

Code	Definition
1021	Late charges received by facility business office
1023	Primary carrier has made additional payment
1028	Correcting procedure/service code
1029	Correcting diagnosis code
1030	Correcting charges
1031	Correcting units, visits or studies
1034	Correcting quantity dispensed
1035	Correcting drug code
1037	Services not covered by Medicare
1041	Incorrect amount paid for original claim
1042	Original claim has multiple incorrect items
1053	Adjustment (miscellaneous)

Voiding a claim

Voiding a claim removes it from the Medicaid claims processing system as if it did not previously exist. Timely filing limits apply.

To void a claim, complete the following claim form fields:

- Field 4: Use 8 as the last digit in the Type of Bill code.
- Field 64: Enter the claim's *last paid* Internal Control Number (ICN).
- Field 75: Include the most appropriate void reason code from the table below.

Code	Description
1044	Wrong provider identifier used
1045	Wrong Recipient ID used
1047	Duplicate payment
1048	Primary carrier has paid full charges
1052	Miscellaneous
1060	Other insurance is available

Multi-page claims

Limitations

Paper claims are limited to **5 pages (110 service lines)** per claim.

Field requirements

Required

Fields marked *Required* in the UB-04 claim form instructions are required on all paper claim submissions. The claim may be denied or returned if a *required* field is incomplete. For example, the recipient's last name, first name and middle initial as indicated on the Medicaid ID card must be entered in Field 8b.

Situational

Fields marked *Situational* are required when they apply to the claim. For example, for claims with TPL, enter an occurrence code and associated date in Fields 31-34.

Recommended

Fields marked *Recommended* are not required, but are accepted. For example, it is recommended to enter your patient control number in Field 3a to assist you in reconciling your claim records.

Not Required

Fields marked *Not Required* are not used when processing Nevada Medicaid and Nevada Check Up claims. For example, providers may use Fields 9a-e to enter the recipient's address, but the data will not be used to adjudicate the claim.

Proper billing order (Using lines A, B, C and D correctly)

Some fields have multiple lines. Lines are labeled with alpha characters A-C. Line *d* is not used on Nevada Medicaid and Nevada Check Up claims.

Whenever a field has more than one line, enter primary insurance information on line A (a), secondary insurance information on line B (b), and tertiary insurance information on line C (c). Ensure this rule is followed throughout all fields that have more than one line marked with an alpha character.

More than three payers

A claim may have more than three payers. In these circumstances:

Line A: Enter primary insurance information in Fields 50 and 54.

Line B: Enter words *Multiple Policies* in Field 50. In Field 54, enter the sum of the prior payments from other carriers (excluding the primary carrier listed on Line A). Do not complete any other fields on this line.

Line C: Enter Medicaid information in Fields 50 and 55.

Attach an EOB to the claim to show *each* prior payment.

When mailing, write *Attn: Customer Service* on the envelope.

50 PAYER NAME	51 HEALTH PLAN ID	52 PCL INFO	53 ADJ BEN	54 PRIOR PAYMENTS	55 EST. AMOUNT DUE	56 NPI	NPI
A Name of Primary Carrier	Primary Carrier Code			Primary Pymt		57	
B "Multiple Policies"				Other Pymts		OTHER	
C Medicaid				Legal Oblig.		PRV ID	

When benefits are exhausted

- If primary, secondary or tertiary insurance, i.e., Medicare, benefits have been exhausted, follow the Billing Instructions in fields 31-34 (Occurrence codes and dates).
- Field 50A-C (Payer name): If the recipient's primary benefits have been exhausted, enter the carrier name, i.e., *Medicare Part A*.
 - Reminder: If Medicare is primary, then *Medicare* must be the first word.
- Field 54A-C (Prior payments): Enter the payment received from other carrier. If the payment is from Medicare Part B, then enter *Medicare Part B* on the line that lists the payer.
- Field 55A-C (Estimated amount due): Enter the total billed charges on the line that lists *Medicaid*.

Shaded UB-04 field requirements

The UB-04 claim form is shown below with Nevada Medicaid *Required* fields shaded red, *Situational* fields shaded blue, and *Recommended* fields shaded green. (On a non-color printout, *Required* fields will appear darkest.)

The form is a UB-04 claim form with various fields shaded to indicate requirements. The shading is as follows:

- Required (Red):** Fields 1, 3, 4, 5, 6, 8b, 12, 13, 14, 15, 16, 17, 18-28, 29, 31-34, 35-36, 39-41, 42, 43, 44, 45, 46, 47, 48, 50A, 50B&C, 51, 54, 55A, 55B&C, 56, 58 A-C, 60A, 60B&C, 61, 62, 63, 64, 67, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 81a-d.
- Situational (Blue):** Fields 31-34, 35-36, 39-41, 43, 44, 45, 46, 47, 48, 50B&C, 60B&C, 61, 62, 63, 64, 67, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 81a-d.
- Recommended (Green):** Fields 3, 4, 5, 6, 8b, 12, 13, 14, 15, 16, 17, 18-28, 29, 31-34, 35-36, 39-41, 42, 43, 44, 45, 46, 47, 48, 50A, 50B&C, 51, 54, 55A, 55B&C, 56, 58 A-C, 60A, 60B&C, 61, 62, 63, 64, 67, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 81a-d.

Instructions for completing the UB-04 form

Fields Marked With an Asterisk: In the Field column of the table below, some field numbers are preceded with an asterisk (*). In these fields, use HIPAA-compliant codes that are current for the date(s) of service on the claim.

Field	Requirement	Field Name and Instructions for UB-04 Form
1	Required	Billing provider name and address: Enter the name and address of the billing provider.
2	Not required	Pay-to name and address (unlabeled on form)
3a	Recommended	Patient control number: Although not required, you can use this field to enter the recipient's unique control number assigned by the provider (internal patient account number). If your patient control number is on the claim, Hewlett Packard Enterprise will also list it on the remittance advice. We recommend completing this field as it may assist you in reconciling your claim records.
3b	Not required	Medical/Health record number
*4	Required	Type of bill: Enter the appropriate type of bill code. <ul style="list-style-type: none"> • Adjustments: Use 7 for the last digit in your Type of Bill code. • Voids: Use 8 for the last digit in your Type of Bill code.
5	Recommended	Federal tax number: Enter the provider's number assigned by the federal government for tax reporting purposes (also known as a tax identification number (TIN) or employer identification number (EIN)).
6	Required	Statement covers period: Enter the beginning service date in the <i>From</i> area and the last service date in the <i>Through</i> area of this field. For services received on a single day, use the same <i>From</i> and <i>Through</i> dates.
7	Not required	Reserved for assignment by the NUBC
8a	Not required	Patient name identifier (a):
8b	Required	Patient name: Enter the recipient's last name, first name and middle initial as indicated on the Medicaid ID card.
9a-e	Not required	Patient address
10	Not required	Patient birth date
11	Not required	Patient sex
12	Required	Admission/start of care date: Enter the start date for this episode of care. For inpatient services, this is the date of admission. For other services (e.g., home health), enter the date the episode of care began.
*13	Recommended	Admission hour (if applicable): If inpatient, indicate the hour during which the recipient was admitted. If outpatient, enter the hour the episode of care began. If no admission hour is entered for an outpatient claim, the system will default to hour 1300 (1 p.m.)

Field	Requirement	Field Name and Instructions for UB-04 Form
*14	Required	Priority (type) of visit: Indicate the priority of this admission/visit.
*15	Required	Source of referral for admission or visit: Indicate the source of referral for this admission or visit.
*16	Situational	Discharge hour (if applicable): If inpatient, indicate the hour in which the recipient was discharged from inpatient care. If outpatient, enter the hour the episode of care concluded.
*17	Required	Patient discharge status: Indicate the recipient's disposition or discharge status at the end of service for the period covered on this bill, as reported in Field 6, Statement Covers Period.
*18-28	Situational	Condition codes: If applicable, indicate conditions or events relating to this claim.
29	Situational	Accident state: If services reported on this claim relate to an auto accident , enter the two-digit state/province abbreviation where the accident occurred.
30	Not required	Reserved for assignment by the NUBC
*31-34	Situational	<p>Occurrence codes and dates: For claims with TPL, enter an occurrence code and associated date on Lines a and b according to proper billing order.</p> <ul style="list-style-type: none"> • Code 25: If other insurance terminated benefits, use occurrence code 25 and enter the date the other coverage terminated. If it was Medicare, contact the TPL specialist at TPL@dhcfp.nv.gov. For commercial carriers, contact Health Management Systems (HMS) at (775) 335-1040 or toll free (855) 528-2596 to request an update to the recipient's TPL file. • Code 24: If other insurance denied the claim, use occurrence code 24 and enter the date the claim was denied. The attached EOB must show the <i>reason</i> for the denial. • Code A3, B3 or C3: If benefits have been exhausted for the primary, secondary or tertiary insurance, enter occurrence code A3, B3 or C3, respectively, and the date on which benefits were exhausted. The attached EOB must show that <i>benefits have exhausted</i> with this carrier.
*35-36	Situational	Occurrence span codes and dates: If applicable, enter an <i>occurrence span code</i> and corresponding dates. (Complete all fields in <i>Line a</i> before using the <i>Line b</i> fields.)
37	Not required	Reserved for assignment by the NUBC
38	Not required	Responsible party name and address: Although not required, the claims mailing address can be entered into this field when mailing claims in a window envelope. The address is: Hewlett Packard Enterprise, Attn: Claims, P.O. Box 30042, Reno NV 89520-3042.

Field	Requirement	Field Name and Instructions for UB-04 Form
*39-41	Situational	<p>Value codes and amounts: On claims for home health services, refer to special instructions in the Home Health Agency Billing Guide.</p> <p>On claims with Medicare TPL, enter up to 3 value codes and amounts on the Medicare line.</p> <ul style="list-style-type: none"> • Report deductible when Medicare is primary: Enter code <i>A1</i> in the <i>Code</i> area on Line a, followed by the amount that will apply to the deductible. • Report co-insurance when Medicare is primary: Enter value code <i>A2</i> in the <i>Code</i> area on Line a, followed by the amount that will apply to the co-insurance. • Report deductible when Medicare is secondary: Enter value code <i>B1</i> in the <i>Code</i> area on Line b, followed by the amount that will apply to the deductible. • Report co-insurance when Medicare is secondary: Enter value code <i>B2</i> in the <i>Code</i> area on Line b, followed by the amount that will apply to the co-insurance.
*42	Required	<p>Revenue code: Enter up to one revenue code per line as needed in lines 1-22. Do not skip lines. The revenue code must be current for the date(s) of service on the claim.</p> <p>Each procedure, service, supply and drug must be listed on its own claim line, e.g., do not use the same claim line to bill for an office visit and an outpatient facility administered drug.</p>
*43	Situational	<p>Description: In this field, enter qualifier N4 followed immediately by the drug's 11-digit NDC followed by a space and then the NDC quantity (not HCPCS units) of the drug.</p> <p>The first, second and third sections of the NDC (separated by hyphens on the container label) must contain 5, 4 and 2 digits, respectively, when entered on the claim form.</p> <p>Therefore, you must add leading zeros to one or more sections of the NDC if the container label does not display:</p> <ul style="list-style-type: none"> • 5 digits in the first section of the NDC • 4 digits in the second section of the NDC • 2 digits in the third section of the NDC <p><i>Continued on the next page</i></p>

Field	Requirement	Field Name and Instructions for UB-04 Form
*43	Situational	<p><i>Continued from the previous page</i></p> <p>For example, using the 5-4-2 model described above:</p> <ul style="list-style-type: none"> • 34-73-1 on the container label is expressed as 00034007301 on the claim • 654-3773-22 on the container label is expressed as 00654377322 on the claim • 1645-222-65 on the container label is expressed as 16457022265 on the claim • 12345-6-7 on the container label is expressed as 12345000607 on the claim • 86541-4885-77 on the container label is expressed as 86541488577 on the claim <p>For multi-ingredient compounds, list each component separately, on its own claim line with the NDC and NDC quantity in this field.</p> <p>For more information and examples on billing outpatient facility administered drugs, see the <i>NDC Billing Reference</i> on the Hewlett Packard Enterprise website.</p>
*44	Situational	<p>HCPCS/Accommodation Rates/HIPPS Rate Codes: <i>Outpatient services:</i> Enter the appropriate procedure code (HCPCS or CPT) and up to four modifiers. Note: On the 23rd line of each page (including the first and last pages), enter the page number and total number of pages.</p>
45	Situational	<p>Service date: <i>Inpatient claims:</i> Leave this field blank. <i>Outpatient claims:</i> Enter the date the service was provided. Note: The date in Field 45 must be within the date range indicated in Field 6.</p>
46	Required	<p>Service units: <i>Inpatient and outpatient services:</i> Enter the applicable quantitative measure of services (e.g., number of accommodation days, miles, pints of blood, renal dialysis treatments). <i>Outpatient facility administered drugs:</i> Leave this field blank.</p>
47	Required	<p>Total charges: <i>Inpatient claims:</i> Enter charges per line for covered and non-covered services during the billing period shown in Field 6. <i>Outpatient claims or outpatient facility administered drugs:</i> Enter the charges on this line for covered and non-covered services/drugs on the billing date shown in Field 45. Note: The date in Field 45 must be within the date range indicated in Field 6.</p>
48	Recommended	<p>Non-covered charges: Enter the charge for non-covered Medicaid services. Include charges incurred during non-covered days.</p>
49	Not required	Reserved for assignment by the NUBC

Field	Requirement	Field Name and Instructions for UB-04 Form
50A-C	Line A required, Lines B & C situational	Payer name: As applicable, enter the name of the recipient's primary, secondary and tertiary insurance on Lines A, B and C, respectively. On claims with no TPL, Medicaid information is entered on Line A. If the recipient has Medicare coverage (primary, secondary or tertiary), enter the word <i>Medicare</i> followed by the Medicare plan name (e.g., Medicare Senior Dimensions, Medicare Senior Care Plus).
51A-C	Lines A, B & C recommended	Health plan ID: As applicable, enter the carrier code for the recipient's TPL on Lines A and B, according to <i>proper billing order</i> .
52A-C	Not required	Release of Information Certification Indicator (REL INFO)
53A-C	Not required	Assignment of Benefits Certification Indicator (ASG BEN)
54A-C	Situational	Prior payments: Enter payment received from other insurance according to <i>proper billing order</i> . Do not include write-off or contractual adjustment amounts. Do not enter an amount on the line that lists the payer, <i>Medicaid</i> . If the claim has TPL, complete Field 54 on the first page. This information is not necessary on any other page of the claim.
55A-C	Line A required, Lines B & C situational	Estimated amount due: <i>Single page claims/First page of multi-page claims:</i> If Medicaid is primary; enter the amount of covered charges for all pages on Line A. If there is TPL , enter the recipient's legal obligation to pay on the line that lists Medicaid. Do not include write-off or contractual adjustment amounts. If the claim has TPL, complete Field 55 on the first page. This information is not necessary on any other page of the claim.
56	Required	National Provider Identifier – Billing Provider (NPI): Enter an NPI in Field 56.
57A-C	Not required	Other (Billing) provider identifier
58A-C	Lines A, B & C required	Insured's name: As applicable, enter the insured's name for the primary, secondary and tertiary insurance on Lines A, B and C, according to <i>proper billing order</i> . On the line that shows payer, <i>Medicaid</i> , enter the recipient's name exactly as shown on their Medicaid card.
59A-C	Not required	Patient's Relationship to Insured (P. REL)
60A-C	Line A required, Lines B & C recommended	Insured's unique identifier: As applicable, enter the insured's unique identifier for the primary, secondary and tertiary insurance on Lines A, B and C according to <i>proper billing order</i> . On the line that shows payer, <i>Medicaid</i> , enter the 11-digit Recipient ID as shown on the recipient's Medicaid card. Do not include spaces or hyphens. Clarification: Medicaid payer line is required; the other lines are recommended.
61A-C	Recommended	Insured's group name: If the claim has TPL , enter the insurance group name according to <i>proper billing order</i> . Do not enter a group name on the line that shows payer, <i>Medicaid</i> .
62A-C	Recommended	Insured's group number: If the claim has TPL , enter the group number of the recipient's insurance according to <i>proper billing order</i> . Do not enter a group number on the line that shows payer, <i>Medicaid</i> .

Field	Requirement	Field Name and Instructions for UB-04 Form
63A-C	Situational	Treatment authorization code: If you obtained an 11-digit Authorization Number from Medicaid for the service/item, enter it on the line that shows payer, <i>Medicaid</i> . Only one Authorization Number may be entered per claim.
64A-C	Situational	Document control number: When adjusting or voiding a previously paid claim, enter the claim's last paid Internal Control Number (ICN) on the line that shows payer, <i>Medicaid</i> . Only <i>one</i> ICN may be entered per claim.
65A-C	Not required	Employer name (of the insured)
66	Not required	Diagnosis and procedure code qualifier (ICD Version Indicator)
67	Required	Principal Diagnosis Code and Present on Admission Indicator: Enter the diagnosis code for the recipient's primary condition.
67A-Q	Situational	Other diagnosis codes: Enter a diagnosis code for each condition that coexists at the time of admission, that develops subsequently, or that affects the treatment received and/or the length of stay. Exclude diagnoses that relate to an earlier episode and have no bearing on the current hospital stay.
68	Not required	Reserved for assignment by the NUBC
69	Situational	Admitting diagnosis code: Enter the diagnosis code describing the recipient's reason for admission. This is required on inpatient claims only.
70a-c	Situational	Patient's reason for visit: Enter up to three diagnosis codes to describe the patient's reason for the visit at the time of outpatient registration.
71	Not required	Prospective Payment System (PPS) Code
72a-c	Situational	External Cause of Injury (ECI) Code: Enter up to three diagnosis codes . This is required when a diagnosis describes an injury, poisoning or adverse effect.
73	Not required	Reserved for assignment by the NUBC
74	Situational	Principal procedure code and date: Enter a claim level diagnosis code that identifies the principal inpatient procedure and the date on which the procedure was performed. This is only required on inpatient claims when a procedure was performed (not required on an outpatient claim).
74a-e	Situational	Other procedure codes and dates: Enter diagnosis codes to identify all significant procedures (other than the principal) and the dates on which each procedure was performed. This field is required on inpatient claims when additional procedures must be reported (not required on an outpatient claim).
75	Situational	To adjust or void a claim, enter the appropriate 4-digit <i>reason code</i> in this Field. See also instructions for Fields 4 and 64.
76	Recommended	Attending provider name and identifiers: Enter servicing (rendering) provider's NPI .

Field	Requirement	Field Name and Instructions for UB-04 Form
77	Situational	Operating physician name and identifiers: If a surgery was performed, enter the surgeon's NPI. In this field, Hospice, Long Term Care (Provider Type 65) claims, must enter the NPI of the nursing facility from which the recipient was transferred.
78	Situational	Other. Enter the NPI of the ordering, prescribing or referring provider, if applicable.
79	Not required	Other provider (individual) names and identifiers
80	Not required	Remarks field
81a-d	Situational	Code-code field: Use this field to report additional value codes and/or taxonomy codes if applicable.