



**AVANTA**<sup>®</sup>  
MEDICAL INFORMATION SYSTEMS

**FAX**

December 7th, 2000

## Medicare Rejection Notice!!!

On Wednesday, December 6th, we were informed that some electronic Medicare claims sent to the new intermediary, NHIC, were rejected due to missing referring physician information.

This was caused by NHIC providing incorrect written specifications to Avanta regarding the data in the claim file. Unfortunately, NHIC's testing procedure only looked at the raw claim submission, and did not actually test claims through the entire processing system. Fortunately, the problem appears to be limited to those charges that require a referring physician (i.e. consults, diagnostic procedures, etc.); procedures not requiring referral source information should be correctly processed.

As of today, December 7th, we have made the appropriate changes to the Avanta software and updated every client by modem.

Any rejections received from Medicare/NHIC regarding missing referring physician information (UPIN, etc.) MUST be re-flagged and re-submitted.

## Medigap Codes

Here's how to setup your Medicare secondary insurance companies to ensure proper crossover and payment:

NHIC is much more particular about the secondary payor information that comes through in electronic claims than Transamerica was. You must now have a valid insurance identifier (or Payor ID) AND have the Medigap indicator set properly in your insurance company file in order for the claims to automatically crossover from Medicare to the secondary payor.

Although Avanta has provided the automatic translation from the old "OCNA" code to the new NHIC Payor ID code, you may still have secondary payor rejections and should check the following:

First: Any insurance company in your insurance company file that is NOT on NHIC's Medigap list, should have the Medigap Crossover (OCNA) field set to NO. This includes any insurance company that previously crossed over through Transamerica, but is now not available on NHIC's payor list.

Second: Make sure to input NHIC's 5 digit Medigap Payor ID code for any insurance companies that you add to your insurance company file. Also make sure that the Medicare Crossover (Medigap) field is set to YES.

For the latest list of Medigap secondary Payor ID codes, and other NHIC information, visit NHIC's website at [www.medicarenhic.com](http://www.medicarenhic.com).



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