

Claims Billing Guide
Version 1.2
Updated 7/18/17

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1. Introduction

This Billing Guide is intended to serve as a resource for Vendors submitting Claims to Falling Colors for Non-Medicaid Services. It outlines: the process of submitting claims, the billing rules applied, and instructions on how to correct and re-submit claims.

2. Submitting Claims

Claims can be submitted to Falling Colors through our Clearinghouse Claim MD. www.claim.md

Vendors can enroll with Claim MD at <https://www.claim.md/fallingcolors/> and submit claims via manual entry or via electronic upload of an 837P or 837I. There is **No Cost** to the vendor for submitting claims directly to Falling Colors via Claim MD. (existing Claim MD customers do not need to re-enroll, but will just submit a claim using payer ID FCC20)

Vendors can also submit claims to Claim MD via an already established relationship with their own Clearinghouse. Please ask your Clearinghouse to contact Claim MD at (855) 757-6060. Our Payer ID is FCC20.

Vendors that will be submitting claims must have completed Vendor Registration with Falling Colors and will need bhsdstar system access for the Claims Project to pre-register the claims clients. Please fill out the staff registration form located on the Manuals & Forms tab and submit to support@bhsdstar.org

If you have any questions regarding Vendor Registration, contact us at vendorregistration@bhsdstar.org

If you have any questions about the bhsdstar application, contact us at support@bhsdstar.org

For details on 837 P and I required fields refer to the 837 Companion Guide on the Manuals & Forms tab on bhsdstar.org.

3. Client Eligibility and Registration

Vendors are responsible for determining the eligibility of a client at the time service is rendered. Non-Medicaid funds are intended for services for individuals not covered by Medicaid. Vendors must check the Medicaid portal prior to administering a service for non-Medicaid reimbursement. By submitting a service for non-Medicaid reimbursement, Vendors are attesting that they have verified a client's non-Medicaid eligibility. Done here: <https://nmmedicaid.acs-inc.com>

Depending on specific scopes of work, additional eligibility criteria may exist. If you are unsure of the eligibility of a client for the non-Medicaid funding you are receiving, please contact your State Agency Program Manager.

Prior to submitting claims, you must also register your client in bhsdstar prior to delivery of services. Specifics and How To Guides on the client registration process are located on bhsdstar.org.

4. Billing Rules

4.1 No Shows

- Vendors cannot bill for no-shows.
- Vendors should not charge a deposit or advance payment for a potential missed appointment or no-show.
- Vendors may not bill for services not rendered.

4.2 Required Claims Fields

Each Claim submitted to Falling Colors must have the Client ID from the bhsdstar system to indicate what client received the service(s), a Billing NPI to indicate where payment is to be made, only Service Codes from a Vendor’s Fee Schedule, indication of who, when, and where the service(s) was/were performed, and Mental Health and/or Substance Abuse ICD-10 code Diagnosis(es).

All Staff rendering services and all Vendor locations must be kept up-to-date in bhsdstar Vendor Registration. Each Claim processed will be validated against the information in bhsdstar Vendor Registration.

4.3 Rendering/Attending NPI Requirements

A Rendering NPI is not required for Service Codes: 0114, 0124, 0134, 0144, 0459, Q3014, H0002, H0003, H0010, H0015, H0017, H0018, H0019, H0020, H0048, H2011, H0041, H2012, H2014, H2016, H2017, H2023 S9446, S9482, T1005, T1007, or T1016.

An Attending NPI is required for Service Codes: 0114, 0124, 0134, 0144, or 0459.

4.4 Mental Health and Substance Abuse Modifiers/Diagnosis(es)

Modifiers HE, HI, and HK can only be used with an ICD-10 Mental Health Diagnosis (F1-F99)

Modifiers HF and HV can only be used with an ICD-10 Substance Abuse Diagnosis (F10-F19)

4.5 Invalid Service Code Combinations and Max Units

Rule
99217 cannot be billed with 99221, 99222, or 99223 for the same date of service
99241-99245 cannot be billed with 99251-99255 for the same date of service
99354 or 99356 can only be billed 1 unit per date of service
99354 or 99355 cannot be billed with 99415 or 99416 for the same date of service
99407 cannot be billed with 99406 for the same date of service
90785 can only be billed with 90791, 90792, 90832, 90834, 90837, 90833, 90836, 90838, 99201-99255, 99304-99337, 99341-99350, and 90853
90833 can be billed with 99201-99255, 99304-99337, 99341-99350
90836 can be billed with 99201-99255, 99304-99337, 99341-99350

90838 can be billed with 99201-99255, 99304-99337, 99341-99350
90863 can be billed with 90832, 90834, and 90837 for the same date of service
90863 must be billed with 90833, 90836, or 90838 when 99201-99255, 99281-99285, 99340-99337, 99341-99350 is billed for the same date of service
96101 cannot be billed with 96102 or 96103 for the same date of service
96118 cannot be billed with 96119 or 96120 for the same date of service
90791 or 90792 cannot be billed with 99201-99215 for the same date of service
99234-99236 cannot be billed with 99221-99223 or 99231-99233, or 99238-99239 for the same date of service
99238 or 99239 cannot be billed with 99221-99223 or 99218-99220 for the same date of service
99238 or 99239 cannot be billed with 99201-99215 or 99281-99285
H0015 cannot be billed with H2033 for the same date of service
H0015 cannot be billed with H0018 or 0114, or 0124, or 0134, or 0144, or H2033, or H2017 for the same date of service
H0015 cannot be billed with 0114 Or 0124 or 0134 or 0144 or H0010 or H0018 or H2033 or S9480 for the same date of service
H0018 cannot be billed with H0019 or H2017 or S9480 or H0015 or 99201-99205 or 99211-99215 or 99354 or 99355 for the same date of service
H0019 cannot be billed with H0018 or S9480 or 99201-99205 or 99355 for the same date of service
H0019 cannot be billed for greater than 180 Units per client
H0020 cannot be billed for Clients <18
H0031 cannot be billed with H2033 or T1007 for the same date of service
H2011 cannot be billed with H2033 for the same date of service
H2012 cannot be billed with 99221-99223 or 99231-99233 or H0018 or H0010 or H0015 or 96150 or 99201-99205 or S9480 for the same date of service
H2015 cannot be billed with H2033, H0010 or H0018 for the same date of service
H2015 cannot be billed more than 16 units for the same date of service
0114, 0124, 0134, 1044, and 0459 require an Attending NPI
Rendering NPI is not required for 0114 or 0124 or 0134 or 0144 or 0459 or Q3014 or H0002 or H0003 or H0010 or H0015 or H0017 or H0018 or H0019 or H0020 or H0048 or H2011 or H0041 or H2012 or H2014 or H2016 or H2017 or H2023 or S9446 or S9482 or T1005 or T1007 or T1016
Modifiers HE, HI, and HK can only be used with a Mental Health Dx (F1-F99)
Modifiers HF and HV can only be used with a Substance Abuse Dx (F10-F19)
H2033 cannot be billed with S9482 or 99221-99223 or 99231-99236 or H2012 or T1005 or 96150 or 96151 or T1007 or H0002 or H0015 or S9480 or 99354 or 99355 or H0018 or H0019 for the same date of service
S9482 cannot be billed with H2033 or H0018 or H0019 or H0010 or 9921-99223 or 99231-99236 or H0015 or S9480 for the same date of service
T1502 cannot be billed with 90862 or H0020 for the same date of service

T1005 cannot be billed with H0041 or H0010 or H0018 or H0019 or 0114 or 0124 or 0134 or 0144 or 99234-99236 or 99251-99257 for the same date of service
T1007 cannot be billed with H2033 or H0010 or H0018 for the same date of service
T1007 with U8 Modifier cannot be billed with H2033 for the same date of service
T1016 cannot be billed with H2015 for the same date of service
S5110 cannot be billed with H2033 or H0019
S5110 cannot be billed more than 16 units for the same date of service
H2030 cannot be billed with H2015 or H2033 or H0018 or H0019 or H0010 or 0114 or 0124 or 0134 or 0144 or 99221-99223 or 99231-99236 or 99251-99255 for the same date of service
H0019 cannot be billed for clients <16 years old
H0019 cannot be billed more than 180 units per client

4.6 Timely Filing

Falling Colors must enforce the following timeframes for Vendors to submit all Claims:

Vendors have

- a. Until Midnight on the last day of the month following the month the service was rendered to submit claims.
- b. Thirty (30) days from the date a correction was required to submit the corrections.

Falling Colors cannot accept Claims for Services rendered before July 1, 2017.

5. Payments

All submitted claims will be bundled into a bhsdstar invoice on the 1st of each month for payment. Claims invoices are pre-approved by Member Agencies for payment but will be reviewed by Falling Colors and processed for payment.

All payments will be made no later than 30 days from the date of invoice approval.

6. Fixing Rejected Claims or Claim Lines

If the Error States:	Possible Ways to Fix:
Activity amount cannot exceed the available funds (allocated amount - (paid + outstanding))	Correct the amount submitted to be less than the Remaining Balance located on your Project Home Page
The amount must be greater than \$0.00	Correct the amount submitted to be greater than \$0.00
The service dates must fall within the service billable window. OR The service date is outside of the timely filing restrictions.	Insure the service dates are for current or previous month and not before 7/1/2017 for Claims

The amount entered exceeds the total amount allocated for this project	Correct the amount submitted to be less than the Remaining Balance located on your Project Home Page
The amount entered exceeds the service amount allowed for this project	Correct the amount submitted to be less than the Remaining Balance located on your Project Home Page
The client is not registered in Star	Insure the client is registered at your organization
This procedure code is not on the approved fee schedule.	Correct the service code to a code on your Vendor Fee Schedule
The billing provider is not registered in Star	Insure the Billing NPI on the claims matches the Billing NPI in Vendor Registration
The facility/site was missing or could not be matched in BHSDStar.	Insure the Facility NPI and Name match the Facility NPI and Name in Vendor Registration
This provider has not been authorized to submit claims. OR This vendor's registration has not been approved.	Contact support@bhsdtar.org to determine what steps still need to be completed
The rendering provider is not registered in Star	Insure the Rendering NPI on the claims matches the Rendering NPI in Vendor Registration
The fee schedule for this service could not be determined	Insure the Rendering Provider and their Licensure are entered in Vendor Registration and they are allowed to provide the service based on the Service Definition. If you feel the claim was incorrected rejected contact support@bhsdtar.com and provide the Claim ID
The billing NPI cannot be found in Star	Insure the Billing NPI on the claims matches the Billing NPI in Vendor Registration
This service is not on the approved fee schedule	Correct the service code to a code on your Vendor Fee Schedule
The rendering provider is not registered at this location	Insure the Rendering Provider and their Licensure are entered in Vendor Registration
Per diem services can only be billed one unit per day per client OR 99354 or 99356 can only be billed 1 unit per date of service	Correct the Units on the Claim to be 1 Unit per Service Date
H0020 cannot be billed for Clients <18	Insure the client's DOB is correct and the client is over 18
H2015 cannot be billed more than 16 units for the same date of service OR S5110 cannot be billed more than 16 units for the same date of service	Correct the Units on the Claim to be less than 17 per Service Date
H0019 cannot be billed for greater than 180 Units per client	Correct the Units on the Claim to be less than 180 for the client

<p>S5110 cannot be billed with H2033 or H0019</p>	<p>Correct the Claim to insure the codes are NOT billed together for the client</p>
<p>90863 must be billed with 90832, 90834, and 90837 OR 90863 must be billed with 90833, 90836, or 90838 with 99201-99255, 99281-99285, 99340-99337, 99341-99350 OR 90833 must be billed with 99201-99255, 99304-99337, 99341-99350 OR 90836 must be billed with 99201-99255, 99304-99337, 99341-99350 OR 90838 must be billed with 99201-99255, 99304-99337, 99341-99350 OR 90785 can only be billed wth 90791, 90792, 90832, 90834, 90837, 90833, 90836, 90838, 99201-99255, 99304-99337, 99341-99350, and 90853</p>	<p>Correct the Claim to insure the codes are billed together for the client for the same date of service</p>
<p>99217 cannot be billed with 99221, 99222, or 99223 for the same date of service</p>	<p>Correct the Claim to insure the codes are NOT billed together for the client for the same date of service</p>
<p>99217 cannot be billed with 99221, 99222, or 99223 for the same date of service</p>	
<p>99241-99245 cannot be billed with 99251-99255 for the same service date</p>	
<p>99251-99255 cannot be billed if 99241-99245 was already billed on the same service date</p>	
<p>90791 or 90792 cannot be billed with 99201-99215 for the same date of service</p>	
<p>96101 cannot be billed with 96102 or 96103 for the same date of service</p>	
<p>96118 cannot be billed with 96119 or 96120 for the same date of service</p>	
<p>99234-99236 cannot be billed with 99221-99223 or 99231-99233, or 99238-99239 for the same date of service</p>	
<p>99238 or 99239 cannot be billed with 99201-99215 for the same date of service</p>	
<p>99238 or 99239 cannot be billed with 99221-99223 or 99218-99220 for the same date of service</p>	
<p>99238 or 99239 cannot be billed with 99281-99285 for the same date of service</p>	

99354 or 99355 cannot be billed with 99415 or 99416 for the same date of service
99407 cannot be billed with 99406 for the same date of service
H0015 cannot be billed with H0018,0114,0124,0134,0144,H0010,H2033,H2017,S9480 for the same date of service
H0018 cannot be billed with H0019 or H2017 or S9480 or H0015 or 99201-99205 or 99211-99215 or 99354 or 99355 for the same date of service
H0019 cannot be billed with H0018 or S9480 or 99201-99205 or 99355 for the same date of service
H0031 cannot be billed with H2033 or T1007 for the same date of service
H2011 cannot be billed with H2033 for the same date of service
H2012 cannot be billed with 99221-99223 or 99231-99233 or H0018 or H0010 or H0015 or 96150 or 99201-99205 or S9480 for the same date of service
H2015 cannot be billed with H2033, H0010 or H0018 for the same date of service
H2030 cannot be billed with H2015 or H2033 or H0018 or H0019 or H0010 or 0114 or 0124 or 0134 or 0144 or 99221-99223 or 99231-99236 or 99251-99255 for the same date of service
H2033 cannot be billed with 99221-99223 or 99231-99236 for the same date of service
H2033 cannot be billed with S9482 or H2012 or T1005 or 96150 or 96151 or T1007 or H0002 or H0015 or S9480 or 99354 or 99355 or H0018 or H0019 for the same date of service
S9482 cannot be billed with H2033 or H0018 or H0019 or H0010 or 9921-99223 or 99231-99236 or H0015 or S9480 for the same date of service
T1005 cannot be billed with H0041 or H0010 or H0018 or H0019 or 0114 or 0124 or 0134 or 0144 or 99234-99236 or 99251-99257 for the same date of service
T1007 cannot be billed with H2033 or H0010 or H0018 for the same date of service
T1016 cannot be billed with H2015 for the same date of service

T1502 cannot be billed with 90862 or H0020 for the same date of service	
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7. Disputes and Grievances

Should the Vendor have questions regarding payment the Vendor should address their questions, comments, or concerns to support@bhsdstar.org. Falling Colors will provide reasonable help to Vendor in these types of requests or will forward those requests to the Collaborative. If Vendor is dissatisfied with any decision related to payment, Vendor agrees to address its grievance or dissatisfaction solely with the Collaborative Member Agency.

8. Questions

For any questions email to support@bhsdstar.org.