

Important Notice Regarding Handwriting on Claims Submitted to Medicare

June 28, 2017

Effective **7/1/2017**, NGS will return any paper claims submitted with handwriting on the face of the claim that is not a signature field, (i.e., Items 12, 13, or 31) to the provider. A notice will be attached to the front of the returned claim and you will need to submit a new claim.

The Centers for Medicare & Medicaid Services (CMS) Internet-Only Manual (IOM) Publication 100-04, *Medicare Claims Processing Manual*, Chapter 26, Section 30, "Printing Standards and Print File Specifications Form CMS-1500" (700 KB) contains the printing specifications for the CMS-1500 claim form. These printing specifications do not provide instructions to submit handwritten claims. Please use this CMS IOM reference to ensure you are completing paper claims correctly.

NGS understands this may require some significant changes to provider office practices and is therefore, offering two alternatives to handwritten paper claims that would be of little cost to a practice:

- ⇒ **NGSConnex** is their web-based self-service portal, free of charge, and available through Internet access. You can login to NGSConnex and submit claims to NGS. In addition to claims submission, NGSConnex has other useful functions like verifying Medicare entitlement, submitting appeals on claims, and viewing and downloading your remittance advice.
- ⇒ **Electronic claim submission** and other transactions submitted electronically process considerably faster than paper submission. The Electronic Data Interchange (EDI) page on the NGS website, explains how to enroll and what capabilities an office needs to be able to submit electronic claims.