Attention: Molina Providers.

Re: CLAIM FORM SUBMISSION REQUIREMENTS

In order to accurately process paper claim submissions, a provider must bill on acceptable claim forms (red & white) to ensure accuracy of the data inputted into our systems.

The provider manual (pg. 94) located on the Molina Healthcare of Nevada Provider website (MolinaHealtcare.Com/NV) reflects the following requirements:

- This is an industry standard.
- Molina is using the exact verbiage and guidance from Centers for Medicare & Medicaid Services (CMS). *Referenced below.
- Black and white forms cause issues with optical character recognition (OCR) and will create a risk of incorrect data capture and payment.
- The only acceptable claim forms are those printed in **Flint OCR Red, J6983**, (or exact match) ink.
- Although a copy of the CMS-1500 form can be downloaded, copies of the form cannot be used for the submission of claims, since your copy may not accurately replicate the scale and OCR color of the form.
- The majority of paper claims sent to carriers and durable medical equipment regional carriers (DMERCs) are scanned using OCR technology.
- This scanning technology allows for the data contents contained on the form to be read while the actual form fields, headings, and lines remain invisible to the scanner. Photocopies cannot be scanned and therefore are not accepted by all carriers and DMERCs.

*You can find the Medicare CMS-1500 completion and coding instructions, as well as the print specifications in Chapter 26 of the Medicare Claims Processing Manual (Pub.100-04) [Medicare Claims Processing Manual (hhs.gov)](hhs.gov).

- Any other method of paper claims will be rejected for processing if not submitted on the appropriate claims form.

Molina recommends electronic claims submission via the Availity portal:
https://apps.availity.com/availity/web/public.elegant.login

For training on the Availity portal, join Availity and Molina for training dates offered below:

- Friday, September 30 @ 8 a.m. - 9:15 a.m. PT
- Wednesday, October 12 @ 7 a.m. - 8:15 a.m. PT
- Tuesday, October 25 @ 9 a.m. - 10:15 a.m. PT

To register for one of the above training sessions, log into Availity Essentials and proceed to the **Help & Training** section located at the top right of the screen and select **Get Trained**. Once in the training catalog, go to the **Sessions** tab at the top of the page and then you will see the above trainings listed as **Availity Essentials Provider Portal Overview for Molina Providers – Live Webinar.**

If you require additional assistance, please contact our Provider Service Department at

NevadaProviderRelations@MolinaHealthcare.com

Sincerely,

Molina Healthcare of Nevada
Provider Relations Department