



NETWORK *Notification*

Notice Date: July 13, 2022
To: Indiana Medicaid Dental Health Partners
From: CareSource
Subject: Patient Account Number Billing Guidance

Summary

CareSource would like to remind dental providers billing our dental vendor, Skygen, to include patient account numbers. This includes all avenues of submission, including but not limited to; paper, electronic and the Skygen provider web portal. Billing instructions are included below:

Paper Claim

Box 23 – Patient ID/Account #

PATIENT INFORMATION		
18. Relationship to Policyholder/Subscriber in #12 Above <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent Child <input type="checkbox"/> Other		19. Reserved For Future Use
20. Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code		
21. Date of Birth (MM/DD/CCYY)	22. Gender <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> U	23. Patient ID/Account # (Assigned by Dentist)

Electronic

Version: 005010X224A1 • 837
Loop: 2300
Segment: CLM01

Skygen Provider Web Portal

Field: "office reference number"

Services																
Code	Description	Surfaces					DiagPtr				Qty	Auth Number	Service Date	Billed Amt		
		Tooth	1	2	3	4	5	Oral Cavity	1	2					3	4
1 D7210	Extraction, Erupted Tooth	9												1		100.00
2 D5110	Complete Denture - Maxillary													1		500.00
3																
4																
5																
6																
7																
8																
9																
10																

Clear Selected Service | Clear All Services

Office Reference Number:

Referral Number:

Other Fees: \$

Total Billed: \$ 600.00

Impact

Claims missing the patient account number could result in delays in claim/encounter processing and wrap payment issuance.

Importance

To ensure complete, accurate and timely claim/encounter processing, CareSource prides itself on adhering to all State claims processing guidelines and companion guide requirements. Per Indiana Health Coverage Programs (IHCP), Gainwell Technologies and OMPP guidelines, it is stated, "The billing provider patient account number must be sent in Loop 2300 CLM01".

Questions?

For questions, please call Health Partner Services at **1-844-607-2831** (Monday through Friday, 8 a.m. to 8 p.m. Eastern Time (E.T.))

New Training Available – Access and Availability overview!

"Assignment" and "attribution" are terms that refer to the association between members and providers, but they are not interchangeable. CareSource has prepared a summary document to define these terms and describe the attribution process. Visit **CareSource.com** > Providers > Education > [Training and Events](#) to view this flier.