



## **Network Notification**

**Notice Date:** April 9, 2018  
**To:** Indiana HHW and HIP Health Partners  
**From:** CareSource®  
**Subject:** Update to Provider Billing Address Requirements on Claims  
**Effective Date:** May 1, 2018

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Effective May 1, 2018, CareSource will no longer accept claims listing a P.O. Box as the provider billing address, in compliance with CMS 5010 billing guidelines. Please review the guidance below for additional information.

### **CMS-1500 Professional Claims**

For all paper claims submitted on a CMS-1500 form after May 1, 2018, CareSource will no longer accept a P.O. Box as the provider's billing address in box 33. All submitted CMS-1500 paper claims must provide a physical address for the provider's billing location in box 33. Providers may use a P.O. Box, but only in the Pay-To address location on electronic claim submissions (837). This change will enable CareSource to be compliant with HIPPA 5010, NUBC, and NUCC billing requirements. Any paper claim submitted with a P.O. Box as the provider's billing address in box 33 after May 1, 2018, will be rejected and sent back to the provider for update and resubmission.

In relation to electronic claims submission (837), the provider's billing address must be an actual street address in location Loop ID 2010AA. A P.O. Box address may be used in the Pay-To location Loop ID 2010AB if needed.

### **UB-04 Facility Claims**

For all paper claims submitted on a UB-04 form after May 1, 2018, CareSource will no longer accept a P.O. Box as the provider's billing address in box 1. All submitted UB-04 paper claims must provide a physical address for the provider's billing location in box 1. Providers may use a P.O. Box, but only in the Pay-To address location which is box 2. This change will enable CareSource to be compliant with HIPPA 5010, NUBC, and NUCC billing requirements. Any paper claim submitted with a P.O. Box as the provider's billing address in box 1 after May 1, 2018, will be rejected and sent back to the provider for update and resubmission.

In relation to electronic claims submission (837), the provider's billing address must be an actual street address in location Loop ID 2010AA. A P.O. Box address may be used in the Pay-To location Loop ID 2010AB if needed.

### **ADA Dental Claims**

For all paper claims submitted on an ADA form after May 1, 2018, CareSource will no longer accept a P.O. Box as the provider's billing address in box 48. All submitted ADA paper claims must provide a physical address for the provider's billing location in box 48. Providers may use a P.O. Box, but only in the Pay-To address location on electronic claim submissions (837). This change will enable CareSource to be compliant with HIPPA 5010, NUBC, and NUCC billing requirements. Any paper claim submitted with a P.O. Box as the provider's billing address in box 48 after May 1, 2018, will be rejected and sent back to the provider for update and resubmission.

In relation to electronic claims submission (837), the provider's billing address must be an actual street address in location Loop ID 2010AA. A P.O. Box address may be used in the Pay-To location Loop ID 2010AB if needed.

**Questions?**

For questions regarding claim submissions, please contact CareSource's Provider Services at **1-844-607-2831** (Hoosier Healthwise/Healthy Indiana Plan) or **1-866-286-9949** (Marketplace).

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