



## **Network Notification**

**Notice date:** June 28, 2018  
**To:** Kentucky Medicaid health care providers  
**From:** Humana – CareSource®  
**Subject:** Update to Provider Billing Address Requirements on Claims  
**Effective date:** Sept. 28, 2018

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Effective **Sept. 28, 2018**, Humana – CareSource will no longer accept claims listing a post office box as the health care provider's billing address, in compliance with Centers for Medicare & Medicaid Services (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 on or after **Sept. 28, 2018**, Humana – CareSource will no longer accept a post office box as the health care provider's billing address in Box 33. All submitted paper claims must provide a physical address for the health care provider's billing location in Box 33 of the CMS-1500 form. Health care providers may only list a post office box in the pay-to address location on electronic claim submissions (837). This change enables Humana – CareSource to comply with Health Insurance Portability and Accountability Act (HIPAA) 5010, National Uniform Billing Committee (NUBC) and National Uniform Claim Committee (NUCC) billing requirements. All paper claim submitted with a post office box as the health care provider's billing address in Box 33 after **Sept. 28, 2018**, will be rejected and sent back to the provider to be updated and resubmitted.

In relation to electronic claims submission (837), the health care provider's billing address must be an actual street address in location Loop ID 2010AA. A post office 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 on or after **Sept. 28, 2018**, Humana – CareSource will no longer accept a post office box as the health care provider's billing address in Box 1. All submitted UB-04 paper claims must provide a physical address for the health care provider's billing location in Box 1. Health care providers may only list a post office box in the pay-to address location, Box 2. This change enables Humana – CareSource to comply with HIPAA 5010, NUBC, and NUCC billing requirements. All paper claims submitted with a post office box as the health care provider's billing address in Box 1 will be rejected on or after **Sept. 28, 2018**, and sent back to the health care provider to be updated and resubmitted.

In relation to electronic claims submission (837), the health care provider's billing address must be an actual street address in location Loop ID 2010AA. A post office box address may be used in the pay-to location Loop ID 2010AB if needed.

### **American Dental Association (ADA) Dental Claims**

For all paper claims submitted on an ADA form on or after **Sept. 28, 2018**, Humana – CareSource will no longer accept a post office box as the dental provider's billing address in Box 48. All submitted ADA paper claims must provide a physical address for the health care provider's billing location in Box 48. Providers may only list a post office box in the pay-to address location on electronic claim submissions (837). This change enables Humana – CareSource to comply with HIPAA 5010, NUBC and NUCC billing requirements. All paper claims submitted with a post office box as the provider's billing address in Box 48 will be rejected on or after **Sept. 28, 2018**, and sent back to the provider for update and resubmission.

In relation to electronic claims submission (837), the health care provider's billing address must be an actual street address in location Loop ID 2010AA. A post office box address may be used in the pay-to location Loop ID 2010AB if needed.

### **Questions**

For questions regarding dental claim submissions, please contact Avesis Dental at 1-866-234-4806. For questions regarding behavioral health claim submissions, please contact Beacon Health Options at 1-877-380-9729.

For questions regarding all other claim submissions, please contact the Humana – CareSource provider services department at **1-855-852-7005**. Hours of operation are Monday through Friday, 8 a.m. to 5 p.m. Eastern time.