

DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services



News Flash –

REVISED product from the Medicare Learning Network® (MLN)

- [“Contractor Entities At A Glance: Who May Contact You About Specific Centers for Medicare & Medicaid Services \(CMS\) Activities,”](#) Educational Tool, ICN 906983, Downloadable only.

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Alert Concerning Impacts Arising from Having Non-Compliant Physical or Practice Address Information on File with Medicare

Provider Types Affected

This MLN Matters® Special Edition Article is intended for physicians, providers, and suppliers submitting claims to Medicare contractors (Fiscal Intermediaries (FIs), carriers, Durable Medical Equipment Medicare Administrative Contractors (DME MACs) and A/B MACs) for services to Medicare beneficiaries.

Provider Action Needed



STOP – Impact to You

The purpose of this Article is to alert physicians, providers, and suppliers that you need to ensure that your designated FI, carrier, DME MAC or A/B MAC no longer has a Post Office (P.O.) Box or Lock Box address in association with your Billing Provider Address information on file for you.

Disclaimer

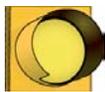
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Impacts to Institutional Providers

- For 837 institutional claims, the volume of claims that receive error H25375—"The Billing Provider Address must be a street address. Post Office Box or Lock Box addresses are to be sent in the Pay-to Provider Address"—and therefore are not crossed over for processing by another payer is approximately 7,500 claims per week.
- The problem of institutional claims rejecting with error H25375 is particularly acute for providers in Puerto Rico, some of whom unfortunately may be experiencing a 100 percent rejection rate for their institutional crossover claims.

Impacts to Physicians and Suppliers

- Nationally, by comparison, the incidence of H25375 rejections for 837 professional claims for all states and United States territories is roughly 1,000 per week.



CAUTION – What You Need to Know

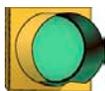
The Accredited Standards Committee (ASC) X12 Standard for Electronic Data Interchange (EDI) Technical Report Type 3 (TR-3) Guides prohibit inclusion of a P.O. Box or Lock Box Address within the Billing Provider Address (2010AA N301 and N302) segments of any health care claims exchanged electronically between or among Health Insurance Portability and Accountability Act (HIPAA) "covered entities," which include providers, health plans, and clearinghouses.

Creation of Bill-to Provider Address Information on Outbound Medicare Coordination of Benefits (COB) Claims

Medicare uses information stored within its internal provider or supplier files for claims payment as well as for Coordination of Benefits (COB)/Medicare claims crossover purposes. Specifically, the Medicare claims processing systems use on-file physical or practice address information from these data sources in the creation of the required Bill-to Provider (2010AA) name and address elements.

HIPAA Compliance Errors Impacting Medicare Crossover Claims

The Centers for Medicare & Medicaid Services (CMS) highlighted the ongoing problem of Medicare crossover claims failing HIPAA compliance at its Coordination of Benefits Contractor (COBC) due to the presence of a P.O. Box or Lock Box within the 2010AA N301 and N302 segments at recent Provider Enrollment, Chain, and Ownership System (PECOS) conferences. This MLN Matters® Special Edition Article also alerts you to this important concern so that you can act to remedy the problem if it affects you.



GO – What You Need to Do

If you or your billing offices are receiving provider notification letters from Medicare that reflect error H25375 as the basis for why your patients' claims cannot be crossed over—or that otherwise are encountering a 100 percent incidence of their patients' Medicare claims not being crossed over— you

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should contact your local jurisdictional FI, carrier, DME MAC, or A/B MAC to confirm what street address information Medicare has on file for you.

Your Medicare contractor will be able to advise you about what actions involving completion of an on-line 855 application may be necessary to ensure that PECOS and the associated internal Medicare provider and supplier files will reflect your street address for your physical address or practice address, as applicable. Make sure that your billing staffs comply with this Special Notice, if necessary.

Additional Information

If you have any questions, please contact your FI, carrier, DME MAC, or A/B MAC at their toll-free number, which may be found at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/provider-compliance-interactive-map/index.html> on the CMS website.

News Flash - Diabetes and the Seasonal Flu - November is National Diabetes Awareness Month. Diabetes can weaken the immune system, which can put seniors and others with diabetes at greater risk for flu-related complications like pneumonia. Medicare provides coverage for one seasonal influenza virus vaccine per influenza season for all Medicare beneficiaries. Medicare generally provides coverage of pneumococcal vaccination and its administration once in a lifetime for all Medicare beneficiaries. Medicare may provide coverage of additional pneumococcal vaccinations based on risk or uncertainty of beneficiary pneumococcal vaccination status. Medicare provides coverage for the seasonal flu and pneumococcal vaccines and their administration for seniors and others with Medicare with no co-pay or deductible. And remember, seasonal flu vaccine is particularly important for health care workers, who may spread the flu to their patients. Don't forget to immunize yourself and your staff. Protect your patients. Protect your family. Protect yourself. *Know what to do about the flu.*

Remember – The influenza vaccine plus its administration and the pneumococcal vaccine plus its administration are covered Part B benefits. The influenza vaccine and pneumococcal vaccine are NOT Part D-covered drugs. CMS has posted the 2012-2013 [Seasonal Influenza Vaccines Pricing](#). You may also refer to the [MLN Matters® Article #MM8047](#), "Influenza Vaccine Payment Allowances - Annual Update for 2012-2013 Season."

For more information on coverage and billing of the flu vaccine and its administration, please visit the [CMS Medicare Learning Network® Preventive Services Educational Products](#) and [CMS Immunizations](#) web pages. And, while some providers may offer the flu vaccine, others can help their patients locate a vaccine provider within their local community. [HealthMap Vaccine Finder](#) is a free, online service where users can search for locations offering flu vaccines.

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