Entering Primary Payer Information at the Line Level through the Web Portal

Primary Insurance – Web Portal

When manually entering a new claim via web portal and Commercial Insurance is the primary payer, in addition to the usual information required on a claim a provider should:

Step 1: Navigate to the Basic Claim Info tab. Notice the default selection for Void/Replacement is No. Keep the default selection

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Step 2:   Scroll down to the Member Information section
- Under **Other Insurance Information**, select <u>Yes</u>.

IMPORTANT NOTE: A link to help you complete Step 4 appears immediately under the button after you select Yes. Click on the hyperlink or navigate to the Other Claim Info tab

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Step 3: Navigate to the Other Claim Info tab

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Step 4:   Scroll down to the Coordination of Benefits section

- Under "Other Insurance" click the button labeled **Add Other Insurance** (that expands a subsection labeled **New Other Insurance**)

IMPORTANT NOTE: If Steps 1-3 were not performed, the system reminds you to go back and perform Steps 1-3 before continuing.

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Step 5: In the subsection labeled New Other Insurance, notice the panel for Other Subscriber is already expanded

- In the field for **Entity Qualifier** select <u>Person</u> or <u>Non – person entity</u> from the dropdown menu
- In the field for **Subscriber ID** enter the member's ID number
- In the field for **Last Name** enter the member's last name

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Scroll down and expand the panel for Other Subscriber Information

- In the field for **Relation to Individual** select Self from the dropdown menu if the insurance holder is the member
- In the field for **Claim Filing Code**, for a nursing home policy select Commercial Insurance Co from the dropdown menu
- In the field for **Payer Responsibility Seq # Code** select Primary if Commercial Insurance is the primary payer
- Fill in any other fields in this panel which are relevant to the claim

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Step 6: Scroll down and notice the panel for Other Insurance Coverage is already expanded

- In the field for **Release of Information Code**, select the appropriate value from the dropdown menu

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Step 7:   Scroll down and notice the panel for Other Payer Information - including Medicare Part A or Part B is already expanded

- In the field for **Payer/Carrier ID Qualifier**, select Payer Identification from the dropdown menu
- In the field for **Payer/Carrier ID**, enter the Payer/Carrier ID for the commercial insurance company
- In the field for **Payer/Insurance Organization Name**, enter the name of the commercial insurance company

⊟ **Other Payer - Including Medicare A and B**

*Payer/Carrier ID Qualifier
| Payor Identification ▾ |

*Payer/Carrier ID
| xxxxxxxxxx |

*Payer/Insurance Organization Name
| GENWORTH LIFE I |

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Step 8: Scroll up to the top of the New Other Insurance subsection and click the **Save** link in the upper right corner

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- Look for the Success message in red text, and notice the new line in the table of Other Insurance

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Step 9: Click the **Save Claim** button to determine if exceptions will be found for the claim in its current condition

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Step 10: Navigate to the Basic Claim Info tab and then scroll to the table of Basic Line Item Information at the bottom of the web page
- Notice the panel for New Line Item is already expanded below the table

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- Key in appropriate claim information for required fields
- For the question **Is there additional line-specific information/TPL to be entered?** click the <u>Yes</u> radio button
- Click the **Save & Add Other Svc Info/TPL** link in the upper right corner of the panel; that navigates to a page for supplying Other Service Information

- Look for the Success message in red text, and notice line # 1

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Step 11: Scroll down to the bottom of the page and click the button labeled **Add Other Payer Service Information**; the panel for Service Line Adjudication automatically expands

- The **Sequence Number** field is automatically populated with "1"
- If there are multiple other insurances identified in the claim's header, select the appropriate **Other Payer Primary ID** from the dropdown menu in this field (for this line level)
- In the **Service Amount Paid Amount** field enter the amount the other payer paid at line level
- In the **Adjudication or Pay Date** field enter the other payer's paid date

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- In the **Paid Service Unit Count** field enter how many units the other Payer paid for
- In the **Procedure Qualifier** field select an appropriate value from the dropdown menu
- In the **Procedure Code** field enter an appropriate code if required
- Add a Procedure Code Description, Bundled Line Number, and Procedure Code Modifiers if appropriate
- In the **Revenue Code** field enter the appropriate revenue code

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Step 12: If the claim needs to include any deductible and coinsurance information, expand the **Service Adjustment** panel

- Click the button labeled **Add Line Level Adjustments** to display the panel for New Line Level Adjustments

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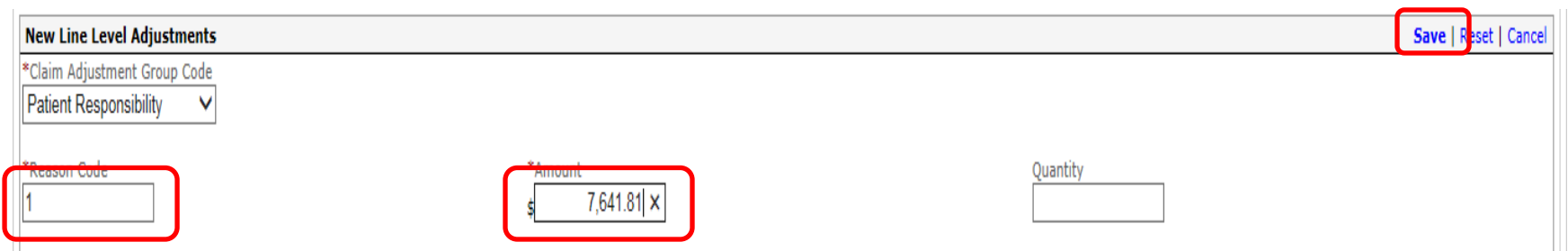
- In the field **Claim Adjustment Group Code**, select the appropriate value from the dropdown menu, for example, "Patient Responsibility"
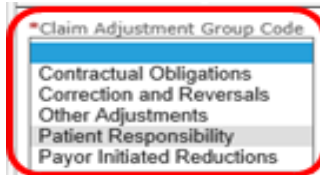
- Enter **Reason Code**
- Enter **Amount**
- Enter **Quantity**
- Click the **Save** link in the upper right corner of the panel

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- Notice the new line in the table of Line level Adjustments

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Step 13: Scroll up and click the **Save** link in the upper right corner of the New Other Payer Service Information section

- Notice the new line in the table of Other Payer Service Information and Success message
- Repeat Steps 3 & 4 as needed to add more Line Level items

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Step 14: Click the **Save & Return to Basic Service Line Item** button to save the detail line

Step 15: Click the **Save** on the detail line

Step 16: Click the **Save Claim** button to determine if exceptions will be found for the claim in its current condition. Fix any exceptions.

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Step 17: Click **Submit Claim**; the claim begins the adjudication process immediately

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- Note the success message and the claim's TCN number
- Print the confirmation page for your records

IMPORTANT NOTE: This may not be the actual amount. Refer to the Remittance Advice (RA) for detailed payment information.

Notes