

**READY TO TRY
SOMETHING NEW?**

**Have you
considered
billing online?**



TOP REASONS TO BILL ONLINE

- 1. Set up is easy! HCBS will send you a user name, password and instructions.**
- 2. Increase the chances of your claim paying on the first try.**
- 2. No more waiting for your claim form to be delivered by mail. Your claims are sent electronically instead.**
- 4. Once you submit the claim, you'll know right away if your claim is going to pay.**
- 5. Eliminate scanning errors and problems caused by missing information.**
- 6. No more trying to write inside all of the boxes on the paper forms.**
- 7. Looking for a Remittance Advice (RA) or need payment summaries? You can access all RAs through the portal.**

**Online billing and direct deposit are different.
If you want your payments directly
Deposited into a checking or savings account,
please contact HCBS.**

Features of the ND Health Enterprise MMIS System Available to QSPs

- ▶ Enter, submit and adjust claims online
- ▶ Get an immediate response about your payment:
 - Amount to be paid
 - Recipient liability
 - SPED fees
- ▶ Check the status of processed claims, payment history and suspended claims
- ▶ View mailbox and message boards for announcements, updates, bulletins, correspondence and electronic transactions
- ▶ Report suspected fraud or abuse anonymously

****If you're having someone help you with paper or online billing, make sure you have an authorization from your client first.****

**To sign up for
online billing, call:**

**1-800-755-2604,
Option 1 & 4**

**Or email your
request to:
DSHCBS@ND.GOV**

CLAIM DENIED?

Online billing stops many common errors associated with paper billing. Here are some common ways to prevent your claim from being denied:

- ◆ Never pre-date the billing form. You should never fill in your claim form until all services have been performed for the month.
- ◆ Do not sign or date the form until the day you mail it. **DO NOT PRE-DATE OR POST-DATE** your claim form, **IT WILL BE DENIED.**
- ◆ Don't forget the 7-Digit provider ID or the client's ND number.
- ◆ All names on the form should be in this order: LAST NAME, FIRST NAME.

ARE YOU AUTHORIZED?

- ◆ Always remember to have an authorization to provide services and refer back to it when completing your billing forms.
- ◆ If your authorization does not have current effective dates, your claim will be denied. Please contact your case manager for an updated authorization.

The Department recommends billing once per month.

If you bill before the end of the month, your claim could be denied if the Service Authorization (SA) has not yet been entered into the system. State staff must have adequate time to enter the SA before you submit your claim for payment.

NOT INTERESTED IN BILLING ONLINE?

Try these tips to help with paper billing. These free tutorials can be viewed anywhere you have access to a computer and the internet.

Step by step video instructions on how to fill out a paper billing form can be found here:

<https://www.cnd.nd.gov/STLPCatalog/325/SFN1730G/story.html>

More web-based training is available through the Department Learning Center tutorial found here: <http://ndmmis.learnercommunity.com/home>

- ◆ Create a user name to access helpful tutorials

Looking for paper billing instructions or void/replacement instructions?

<http://www.nd.gov/DHS/SERVICES/ADULTSAGING/PROVIDERS.HTML>

**When using paper forms to bill,
please stay within the boxes and write clearly.**