

UPDATED ONLY FOR LOGO AND BRANDING**Provider Notice**

To: ALL HealthChoices Providers
From: Donald Stiffler, M.S., Provider Relations Manager
Date: August 27, 2009
Subject: AD 09 102 Faxed Claims No Longer Accepted

Please note that **effective October 1, 2009**, claims, **both original and corrected**, will no longer be accepted via fax by PerformCare. Ideally, we encourage all providers to continue to work towards electronic submission of original claims. This method allows for timelier filing by providers and payment to providers, as well as improving efficiency for both the provider network and PerformCare. In the event electronic filing of original claims submission has not yet occurred, hard copies can still be sent via standard mail. In addition all corrected claims should be sent via standard mail, clearly stating the correction needed.

Currently, some providers are using faxed claims as a submission for an original claim which is unacceptable. Faxed claims can be blurred, hard to read, or only partially transmitted. Secondly, in the past this was an acceptable method for corrected claims, but as this has occurred, some providers have used the faxed claims to note updates or corrections on a claim or remittance advice and then fax it and assume it is a corrected claim. By having the original and corrected claims mailed, claims are better organized and batched, as well as scanned. This, in turn, allows for more efficiency on both the provider and PerformCare's behalf. This change in process will reduce the duplicates, illegible claims, and missing ones which have not transmitted correctly.

During the upcoming months, Provider Relations staff and Claims Department staff will continue to work with providers to insure that this transition away from faxed claims submission does not cause any delay or interruptions to providers. If you have any questions, please feel free to contact your Provider Relations Representative at 1-888-700-7370.