



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 966

DATE: November 15, 2010

TO: Iowa Medicaid Providers Billing on CMS 1500 Claim Forms

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Duplicate Claim Submissions

EFFECTIVE: Immediately

Recently, the IME has been incorporating a number of adjustments to our claims processing systems as we integrate various National Correct Coding Initiative (NCCI) editing details. In order to implement the editing around multiple units (described in Informational Letter 956), we had to relax some of our pre-pay, duplicate check editing. While we work to re-configure the programming for pre-pay, we are strengthening our post-pay review of duplicate services.

Although we believe that most providers are not deliberately trying to receive overpayment by submitting duplicate claims, the IME reminds providers that submitting duplicate claims (for a previously paid service) is inappropriate.

A duplicate claim occurs when a second claim is submitted to the IME after a claim for the same provider, beneficiary, procedure (or item) and service date has already been paid. Some providers routinely re-submit entire (multi-line) paid claims when only a single line denied on the original submission. In those cases, only the unpaid line(s) should be re-submitted for consideration. Do not re-submit a claim (in whole or part) until you are sure that the original actually denied (via the HIPAA 835 and/or remittance advice explanation).

Also, when the same service is performed multiple times on the same date, the procedure code should be billed on multiple lines of the same claim. It is not appropriate to bill the same CPT/HCPCS code across multiple claims, even if modifiers differ. Similarly, if a provider has already been paid for one unit of service but should have submitted for more, the provider should submit an adjustment request so the original paid claim be changed to reflect an additional line for the subsequent or repeat service.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or locally (in Des Moines) at 256-4609, or e-mail at imeproviderservices@dhs.state.ia.us.