

CLIENT ID NUMBER NOW AVAILABLE BY PHONE

You can now find a patient's client ID number by using the client eligibility self-service feature at 1-800-562-3022. This information is available 24 hours a day, 7 days a week.

In order to use this self-service option to obtain the client ID number, you will need:

- Your NPI;
- The client's Social Security number; and
- The client's date of birth.

A detailed call flow is posted at:

<http://hrsa.dshs.wa.gov/providerone/documentation/ClientEligibilityCallFlow.pdf>

For more guidance on client eligibility and billing, refer to the ProviderOne Billing and Resource Guide:

http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html

DIAGNOSIS CODE POINTERS ON CMS-1500

There has been some confusion about completing the "diagnosis pointer" field (24) on the CMS-1500 paper claims form. You should never have anything other than a 1, 2, 3 or 4 – or a combination of those numbers – in this field; it should never contain a true diagnosis code. If it does, the claim will fail when it's loaded.

Here's how it works: The digits in the diagnosis pointer represent the line items of the diagnosis code, in descending order from primary on down. For example, if the diagnosis pointer is "12," that means the diagnosis code on line 1 in field 21 is primary, and the code on line 2 of field 21 is secondary.

The diagnosis pointer won't always be in the 1234 order. It could be any combination of those numbers, depending on what the primary diagnosis is and how many different diagnoses there are.

For more information, please refer to the ProviderOne Billing and Resource Guide, page 92:

http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html

HOW TO COMPLETE A CLAIM INQUIRY

The How to Complete a Claim Inquiry section in E-Learning is just 7 minutes long! All provider types complete this function the same way, and the format of the claim inquiry screen is the same for each provider type. To watch the Claim Inquiry section of the professional claim submission E-Learning, just go to:

<http://hrsa.dshs.wa.gov/Providerone/documentation/ELearning/EProfFFS/ClaimStatus/launcher.html>

You also can check claim status using the self-service option at 1-800-562-3022, 24 hours a day, 7 days a week.

MEDICAID OFFICES CLOSED FRIDAY, AUGUST 6TH

All offices of the Medicaid Purchasing Administration will be closed for a state government Temporary Layoff Day on Friday, August 6, 2010. Medicaid offices will reopen at 8 a.m. on Monday, August 9th. Additional Temporary Layoff Days are scheduled for Tuesday, September 7, 2010; Monday, October 11, 2010; Monday, December 27, 2010; Friday, January 28, 2011; Tuesday, February 22, 2011; Friday, March 11, 2011; Friday, April 22, 2011; and Friday, June 10, 2011.