



## ***Guidelines for Efficient Paper Claims Processing***

In an effort to ensure we process paper claims as efficiently as possible, we have created the guidelines below for submitting paper claims. Following these suggestions will increase the speed of processing and final payment.

Guidelines for efficient paper claims processing:

1. For HCFA (CMS-1500 (08/05)) and UB (UB-04) claims, please use the original claim forms. Do not submit claims on copies of claim forms.
2. Do not use punctuation in data entry such as commas between first and last name or any punctuation in addresses.
3. Arial is the suggested typeface. Please use a font size of 10 or 12 point.
4. Always complete forms with standard typeface in blue or black ink. If manual entry is required, please print.
5. Ensure all entries are within the boxes outlined on the form.
6. It is preferred that correction tape is not used on claim forms. If correction is required, please use white out.
7. It is preferred that highlighters are not used on claim forms. If required, please use a yellow highlighter.
8. If sending a corrected claim, complete the type of bill (box 4) for UB and note 'CORRECTED' at the top of HCFA claim forms.
9. Always use the member number found on the ID card when submitting claim forms. Do not use the member's social security number.
10. When using NPI numbers to identify providers on a claim form, please refer to the following for proper placement on the claim forms:
  - HCFA (CMS-1500 (08/05))
    - Box 24 enter NPI number for rendering physician in 24J.
    - Box 32 enter NPI number for service facility in 32a.
    - Box 33 enter NPI number for billing provider in 33a.
  - UB (UB-04)
    - Box 1 enter NPI number for billing provider in 56.

To further increase the speed and efficiency of claims processing, please submit using Electronic Data Interchange (EDI). We can accept both corrected and secondary claims using EDI. For more information on how to send EDI claims, please contact us at [edisupport@summacare.com](mailto:edisupport@summacare.com).

Thank you for following these paper claim submission guidelines.