



CBHNP PROVIDER INFO AD03-012

Administrative Update

Claims Submission Deadlines

In an effort to clarify issues brought to our attention CBHNP Capital Area is offering this bulletin to clarify an expectation or procedure. Please share these clarifications immediately with staff responsible for these activities. File this *Provider Info* in your CBHNP Capital Area *Provider Manual*. Additionally, you are invited to check the corporate web site (www.cbhnp.org) for more information.

Additional questions related to this information may be directed to your Provider Relations Representative at 888-772-8646.

Included in this *Provider Info*:

I. **CBHNP expectations for submission of claims**

1.1 Background

All CBHNP network Providers are required to submit claims within 60 days of the date of service per the Provider Agreement. This Provider Info services to clarify expectations around submission timeframes for resubmission should a claim be returned as incomplete. This Info also serves to remind Providers of their responsibility to contact CBHNP if they believe a claim has been submitted but they have not had a response.

1.2 Resubmission of Corrected Claims

Corrected claims may be resubmitted when the Provider finds that they billed for an incorrect number of units. In cases where the resubmission serves to correct a claim that has already been paid, the claim must be clearly identified as a “resubmitted Corrected Claim” and resubmitted within 60 days of the remittance notice date relative to the original batch claims submission.

If no payment has been made for a claim because the claim was returned to you as incomplete or with a code error, the claim must be clearly identified as a “resubmitted corrected claim” and resubmitted within 60 days of the return date.

1.3 TPL Submission

When submitting claims to CBHNP as a secondary payer, the EOB (Explanation of Benefit) from the primary insurer must be attached to the claim. Claims with attached EOB must be submitted within 60 days of your notification of payment or denial by the other insurance company.

1.4 Expectations for CBHNP Response to Claims Submission

CBHNP's turnaround time for claims is averaging approximately 18 days. If you have not heard from CBHNP within 30 days after you sent the claim in, please contact the Claims Help Desk at 888-700-7370 to inquire as to the status of the claim. It is imperative that Providers closely monitor their claims submissions to identify potential issues quickly. Every call received at the claims help desk is logged for future reference.