ISO 9001:2008 Certified

Medicare 5010 issues

Providers have contacted Pinnacle BSI (PBSI) concerning several claims processing issues since moving to the 5010 format. Several of these are listed below. We will continue to use our web site, www.pinnaclemedicare.com, to provide information about these and other issues as they occur.

The Medicare 5010 claims process is different than the 4010 process. There are three main areas that providers need to be aware of:

1. **Claims in the system** - In 5010 world, claims show up in the Medicare Systems 3-4 days after you have submitted claims to PBSI.

2. **Receipt Date** - The receipt date remains the date we received them even though it takes several more days for them to be seen in the claims processing system (FISS or MCS). The payment floor remains the same, 14 days for electronic claims and 29 days for paper claims. In accordance with CMS Claims Processing Timeliness standards for 5010 claims, Pinnacle BSI has 30 days to pay a clean claim, after which interest begins to accrue .

3. **Reports** - Medicare no longer uses the "H99" report for Part B and the FISS accepted / Rejected reports for Part A. These reports have been replaced by the 999 and 277CA. Due to Medicare 5010 system processing, the 999 and 277CA are returned to the clearinghouse, unless you are a direct submitter. The 277CA has an ICN for each accepted claim. If you are not getting these reports, and you are using a clearinghouse, you will need to contact your clearinghouse to get these reports. EDI Services will not be able to provide this to a clearinghouse customer. If you have the ICN from the 277CA, you should verify with the appropriate Medicare system, that your claims are there, remember to allow 3-4 business days before looking for your claims.

Providers should
1. Wait 3-4 days before expecting to see claims filed
2. Check the 999 or 277CA reports from your clearinghouses to determine if your claims are being received by Medicare. Having the 277CA is the only way to get the ICN's a provider will need to verify claims have been received and are awaiting processing at Medicare.
3. If Arkansas Part A / Part B or Louisiana Part B providers have 5010 EDI issues they should email Pinnacle BSI at:

   medicare5010support@arkbluecross.com

   Providers should include the following information:
   a) Name:
   b) Submitter number:
   c) NPI:
   d) Brief description of issue:

4. Louisiana and Mississippi Part A providers with 5010 EDI issues will need to contact Palmetto GBA at (866) 749-4301
5. Visit these HIPAA 5010 web sites often:

   http://www.pinnaclemedicare.com/provider/partb/edi/5010/default.aspx
   http://www.cms.gov/Versions5010andD0/

During this transition to HIPAA 5010 transactions PBSI will continue to work closely with all parties. Thank you for your patience.