

Noridian-Paper Claim Submission Errors

April 11, 2024

Considering the recent cyber security incident at Change Healthcare and an increasing number of suppliers reverting to paper claims submission, Noridian has experienced an increase in paper claims. Certain crucial fields on paper claims, particularly Box 11 and Box 33, are either missing or inaccurately completed.

Instructions for Box 11:

- ⇒ Insured's Policy Group or FECA Number: If there is no primary insurance preceding Medicare, input "NONE" in Box 11 and proceed to item 12.
- ⇒ If primary insurance exists before Medicare for the service date(s), provide the insured's policy or group number in Box 11 and proceed to items 11a-11c. Additionally, complete Items 4, 6, and 7.
- ⇒ If Box 11 is left blank, the claim will be denied, unprocessable, requiring correction and claim resubmission with accurate primary insurer information.
- ⇒ This field is mandatory and must be completed. By filling this field, the physician/supplier acknowledges having exerted due diligence in determining whether Medicare serves as the primary or secondary payer.

Instructions for Box 33:

- ⇒ Provider/Supplier Telephone Number, Billing Name, Address, and ZIP Code: input the provider of service/supplier's billing name, address, ZIP Code, and telephone number. This is a required field and it's imperative that these details are accurate to aid in contact, if required.

Reference: Noridian website