



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

## **Guidelines and Instructions for Paper Claim Submissions** (Medicaid, Medicare, Marketplace)

### **Paper Claim Form**

Molina Healthcare of Washington (MHW) has recently identified issues with paper claim submissions due to left justification of characters causing text alignment issues within the form. For the Optical Character Reader (OCR) to properly scan, claim forms must be properly aligned and cannot be photocopied or re-printed.

To avoid denials of a paper claim, follow instructions in **Section 2: Submitting Paper Claims in the Health Care Authority's Paper Claim Billing Resource:**

<https://www.hca.wa.gov/assets/billers-and-providers/paper-claim-billing-resource.pdf>

### **Billing Provider Address**

The Billing Provider Address on both CMS 1500 and UB claim forms must be a physical location (street address) and not a P.O. Box.

- This is Box 33 on the CMS 1500, and Box 1 on a UB.
- There is no pay-to provider field on a CMS 1500 claim form to submit a P.O. Box.
- Box 2 of a UB claim form is the pay-to address and can be used to include a P.O. Box.

Beginning November 1, 2022, claims will be rejected if the billing provider address is submitted with a P.O. Box. If you have any questions, please call the MHW Provider Services call center at (855) 322-4082.

**Thank you for serving Molina members.**