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January 30, 2013

Dear Healthcare Provider:

Managed Health Services Insurance Corp (MHS) is committed to delivering exceptional service to our providers and members at the lowest cost. This effort includes strong performance in both turnaround time and accuracy of claims processing. Since our inception, MHS has worked hard to ensure our capabilities support this level of performance.

To expedite payment of paper claims, we use Optical Character Recognition (OCR) to scan claims for automated upload into our claims system. Certain types of claim forms present a challenge when using OCR technology. These include:

- black and white UB-04 or CMS-1500 forms
- copied/downloaded forms
- handwritten forms

When these unique forms are used, timeliness, accuracy and efficiency are jeopardized. In addition, the use of handwritten forms increases the risk of misinterpretation of submitted data.

As a result, MHS will be updating its policy as it relates to the acceptance of black and white or handwritten forms to align with the Centers for Medicare and Medicaid Services (CMS).

***Effective April 1, 2013, any UB-04 and HCFA-1500 forms submitted that do not meet the CMS printing requirements will be rejected back to the provider upon receipt.*** We encourage you to submit your forms electronically via EDI or through our Web Portal [www.mhswi.com](http://www.mhswi.com).

The printing requirements are outlined in the CMS Medicare Claims Processing Manual Chapter 26 – Completing and Processing Form CMS-1500 Data Set (Pub.100-04). A website address is provided below which describes the requirements in much greater detail. Publication 100-04 is included at this site as well as general information.

[http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/form\\_cms-1500\\_fact\\_sheet.pdf](http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/form_cms-1500_fact_sheet.pdf)

Printed copies of these requirements are available upon request.

Thank you for your attention to this matter. Please call the Provider Inquiry Line at 1-800-222-9831 with any questions or concerns regarding this policy change.

Sincerely,

A handwritten signature in cursive script that reads "Paul Sabin".

Paul Sabin  
Vice President, Network Development & Contracting