CMS-1500, UB04, and ADA Original (Red) Claim Form Requirement

To improve claims processing time, Xerox has adopted Optical Character Recognition (OCR) technology for the processing of paper claims. OCR is able to read original (red) CMS-1500, UB04, and ADA claim forms only. When submitting paper claims for OCR processing, please adhere to the following guidelines:

- Only original (red) claim forms can be accepted (no photo- or facsimile copies)
- Claim forms must be completed in blue or black ink.
- Tape or address labels may not extend past the edge of the claim form.
- Correction fluid or tape may not be used on claim forms.
- Claim forms may not contain tears, holes, or staples.
- Claim forms may not contain highlighted or stamped information.

After November 30, 2013, Xerox will RTP (return to provider) any paper claims that do not meet these requirements. Xerox will mail a small supply of original red claim forms to those providers receiving their claims back due to non-compliance. Providers who submit claims using original red claim forms prior to the November 30th deadline can expect faster claims processing times.

Mailing Addresses

Please mail all completed original red claim forms to one of the following P.O. Boxes:

- **Mail CMS-1500 and ADA claim forms to:**   Xerox Services
  P.O. Box 240769
  Anchorage, AK 99524

- **Mail UB04 claim forms to:**   Xerox Services
  P.O. Box 240729
  Anchorage, AK 99524

- **Mail Tribal claim forms to:**   Xerox Services
  P.O. Box 240649
  Anchorage, AK 99524

Questions? Please call the Xerox Provider Inquiry Unit at 907.644.6800, option 1, or 800.770.5650, option 1, 1 (toll-free in Alaska).