



Santa Clara
Family Health Plan
The Spirit of Care

To: SCFHP Provider
From: Jennifer Clements, Director, Provider Network Management
Subject: **Electronic Billing Guidelines**

Dear Provider:

According to your SCFHP contract, you are required to bill claims electronically. We appreciate your cooperation in this matter. For your reference, guidelines for electronic billing are summarized below.

Claims Format

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandates the national standard format for health care transactions is the ANSI ASC X12N:

- ASC X12N 837 (005010X222) Professional
- ASC X12N 837 (005010X223) Institutional

Clearinghouse Services

SCFHP contracts with Change Healthcare and Office Ally for clearinghouse services. When submitting claims through Change Healthcare, Office Ally, or your own clearinghouse, please use **Payer ID 24077**. The daily cutoff time for same day claims submission is 5:00 p.m. Pacific time. If you need clearinghouse submission assistance, please contact:

- Change Healthcare Customer Service at 1-866-742-4355 or
- Office Ally at 1-866-575-4120 option 1.

Billing Time Limit

The timely filing limit for all contracted providers' claims is 12 months from the date of service.

Medicare Coordination of Benefits (COB)

SCFHP will coordinate benefits for any dual-eligible enrollee who has both Medicare as their primary coverage and SCFHP Medi-Cal as their secondary coverage. Medicare should be billed first. Then, send your claim to SCFHP for coordination of benefits. **SCFHP does not require a copy of the Medicare Explanation of Benefits (EOB) for COB claims.** The COB information may be submitted electronically; attachments are not required.

Member Financial Responsibility

SCFHP members shall never be held liable for any sums owed to a contracted provider, nor shall the provider bill, charge, collect a deposit or seek reimbursement from an SCFHP member for covered services. However, members may be held financially liable for any non-covered and/or excluded services or for coordination of benefits from other carriers by which the member is covered. SCFHP Medi-Cal and Cal MediConnect members do not have co-payments for any covered benefits.