

**MIAMI CHILDREN'S**  
**HEALTH PLAN**<sup>SM</sup>  
Florida's Family Health Plan

Monthly Claims Training  
June 2019

# Verifying Enrollee Eligibility

Participating providers are responsible for verifying enrollee eligibility before providing services as eligibility may vary per month.

Providers may verify eligibility using the following methods:



Online at [www.miamchildrenshealthplan.com](http://www.miamchildrenshealthplan.com)



Customer Service at 844-243-5187

# Claim Billing Trends

- Claim Form Submission
- Place of Service – FQHC/RHC
- Provider Medicaid Number
- Authorizations

# Claim Submission

MCHP encourages all providers to submit claims electronically.

- Providers interested in electronic claim filing may contact your EDI (Electronic Data Interchange) software vendor or the Change Healthcare (formerly Emdeon) Provider Support Line at (800) 845-6592 to arrange transmission.
- Providers may also self-register to our MCHP Web Connect Live Portal at <https://office.emdeon.com/vendorfiles/MCHP.html>. Once registered, providers can utilize the same link contained within our website to submit claims.

Miami Children's Electronic Payer ID: **82832**

# Claim Form Submissions

MCHP urges providers to submit all required information appropriately on the claim submission form (CMS 1500) to avoid claim denials and ensure prompt payments.

Claim submission forms are being received without the below fields.

- Servicing location (Box 32)
- Provider NPI (Box 24J)
- Group NPI (Box 33)

# Place of Service – FQHC/RHC

FQHCs and RHCs must bill the correct place of service (POS) when submitting claims.

MCHP is receiving claims with POS=12 for FQHCs and RHCs.

Below is the POS for each of the following provider types:

- FQHC= POS 50
- RHC= POS 72

# Provider Medicaid Number

Providers must ensure that their Medicaid number is active and up to date before submitting a claim.

- Claims cannot be processed or paid for providers that have their Medicaid number inactive or expired.
- Providers' Medicaid number are verified using the Provider Master List (PML) from the Agency Website.

For more information on provider enrollment and the PML, visit [http://portal.flmmis.com/FLPublic/Provider\\_ManagedCare/Provider\\_ManagedCare\\_Registration/tabId/77/Default.aspx?linkid=pml](http://portal.flmmis.com/FLPublic/Provider_ManagedCare/Provider_ManagedCare_Registration/tabId/77/Default.aspx?linkid=pml)

# Prior Authorization (PA) Guide

The Prior Authorization (PA) Guides including specialty drugs are available on our website, at:

<https://www.miamichildrenshealthplan.com/Providers/Prior-Authorization.aspx>

Providers can request prior authorizations for enrollees via Web Portal or fax using the MCHP Universal PA Form available on our website at:

<https://www.miamichildrenshealthplan.com/providers/Forms-Claims-Information.aspx>

Failure to submit a request for authorization may result in a claim denial.

Department	Phone Number	Fax Number
Initial Inpatient /Concurrent Review	844-243-5188	888-501-6256
Outpatient	844-243-5188	888-518-5333
Pharmacy	844-716-5413	866-265-5511
Home Health /DME/Home Infusion	888-481-0505	888-481-0606



# Prior Auth- Claim Tips

- Providers should ensure that an authorization number has been received for services requiring one as defined in the PA Guide.
- Non Par Providers must request an authorization number for all covered services.
- Authorizations on files for covered services will increase claim auto adjudication and allow for prompter payments.

Interested in Joining our Network?

Speak to a Provider Relations  
Representative or contact Provider  
Services at 844-243-5188

Q & A



**MIAMI CHILDREN'S**  
**HEALTH PLAN**<sup>SM</sup>  
Florida's Family Health Plan