

Insurance Adjustment Form Instructions



Purpose

When making billing corrections it is important that we (AML Billing) understand exactly how you would like us to bill each patient's labs. When a billing correction is requested we need the most accurate and up to date information you in the clearest format as possible. The insurance adjustment form lists all the information needed in a clear and organized format. This makes it easy for our billing staff to determine which patient you want us to change the billing for, which tests, what DOS, and which insurance if any should be billed. Hopefully the following instructions & tips will increase our billing accuracy.

How do I fill it out?

The form can be filled out by hand or if you have a copy of the form open your computer you can simply type the information directly onto the form. All fields on the insurance adjustment form are required to be filled out. You can open a copy of the form here:

<http://www.allina.com/ahs/allinalabs.nsf/page/billingform>

The form can be filled out by hand as long as the handwriting is clear.

Overview of the Form

Below is a list of fields on the form and in depth explanations of each

Patient Name: the place where the patients name is listed. Can be listed first name last, last name first or vice versa as long as it is clear which one is first name and which is the last.

Date of Service: This is generally the date the specimen was collected.

Date of Birth: This is the field where the patient's date of birth should be listed. Do not list the responsible party's DOB here.

MCR/MCD/Private INS #/ Group #: List the ID# first and Group # second (separated by a slash). This makes it easier to identify the numbers for uncommon payers.

MCR/MCD/Private INS CO. Name: The full name of the insurance to be billed.

Test Name or Test #: This is a very important field to fill in; it tells us which test you would like us to make the billing corrections on. You can list each test separately or if you want us to bill for all tests on this accession just enter "All Tests". CPT codes are not always helpful because several tests (with different names) can use the same CPT for billing. The name of the test is the preferred format.

Face Sheet Enclosed: This tells us whether or not you sent information for the patient that should be attached. This ensures that we received everything you sent us, and if we didn't, it gives us a way of knowing that we are missing something.

Physician: We need to have the first and last name of the ordering physician. The last name alone is not enough to properly ID the correct Physician.

Diagnosis ICD-9 Code: All of the ICD-9 codes that should be billed for this accession are listed here. Narratives are also acceptable as long as they are legible.

Patient Address: The most recent address on file should be entered here. It is important to remember APT, Lot, and Street numbers.

Responsible Party: If the pt is responsible enter "self". If the person responsible is someone other than the pt, enter that person's name.

Accession Number: Accession numbers normally begin with an "X" followed by nine numbers. The accession number is located under the fourth column from the left on your daily billing report. On the daily billing report it is listed as "accn #" and does not have an "X" at the beginning. The accession number is also located under the 3rd column from the left on your monthly statements. On the monthly statement the accession number should start with an "X". Listing this also increases the accuracy of our correction and how fast we can get them done.

Client Name: This is where you list the name of your clinic or facility. It is very important that this is included so we know who you are.

Requester's Name: This is the name of the person who filled out the form and submitted it to us. We need this information so that we have a contact if we have questions.

Statement Date: The date of the statement or daily billing report that the charge were on.

Client Account: This is required to make sure we are issuing credits to the correct account. Account numbers for most clients begin with an "X" and are followed by three letters. The account number is located in the upper left of your monthly statement just to the left of the name and address of your facility. Your account number is also listed near the top and center of your daily billing report just under the word "laboratories".

Phone & FAX numbers: Required so that we can contact you if we need more information or have any questions while making the requested corrections.

How Do I send the forms to AML Billing for processing?

You can send the completed forms to us via USPS, E-Mail, or Fax.

Mailing Address:

**Allina Lab Billing
Mail Route 10409
2925 Chicago Avenue
Minneapolis, MN 55407-1321**

E-Mail Address:

labbilling@allina.com

Fax Number:

612-262-5965

If you filled out the form online be sure to save a copy for your records. You can send us a copy of the saved form as an attachment in e-mail form. This is the quickest and clearest way of submitting adjustment forms.

When AML receives the adjustment forms

When we receive the forms we inspect each one to make sure all required info is present and that it is clear enough to make an accurate correction. The following are additional policies not already covered above:

- Timely Filing: We will change billing (from your facility to bill insurance) at any time up to 10 business days before our timely filing limits for the given payer. When we notice that you have sent us corrections that are past timely filing a notification will be faxed to you listing those patients.
- We will change billing for patients from us billing third party to billing it back to your facility, but only if we have not already submitted the bill to the patients insurance.
- The changes that were request via the adjustment forms should show up on your next monthly statement if the corrections were submitted five days from the last day of the month or earlier. If the billing info sent was not complete or legible the correction may not show up on your next statement.
- We will contact you via phone or fax to obtain any missing or illegible information. This extra step will sometimes slow down the process and may cause the correction to show up late on your statements.
- Face sheets are accepted as well with some exceptions. Face sheets (printouts from your billing system) are accepted given that they adhere to all of the same requirements as the insurance adjustments forms. We prefer that the patients name, DOB, DOS, and the test names are filled in on the adjustment form. Any information not on the face sheets should be written in on the adjustment form. The face sheets should be kept in order corresponding to the order on the adjustment forms.

Questions or concerns?

If you have any questions or concerns about how to complete the form or about our billing policies you can reach the AML Billing Office at 612-262-4000. We are more than happy to work with you to make the billing process easier, so if you have any suggestions please let us know.