

CLERICAL ERROR REOPENING

A reopening may be requested to correct a clerical error or a minor error or omission. A Reopening may be requested within one year of the initial claim decision (date of remittance) and are granted at the Contractor's discretion.

Please Note: Claims rejected with reason code MA130 do not qualify for a Reopening. A corrected claim must be resubmitted.

A Reopening may be handled via the telephone or as a Faxed/Written request.

TELEPHONE REOPENING

A Telephone Reopening can be performed for the following:

- Contractor Errors
- Mathematical/computational errors (e.g., obvious errors of miscoding the allowed amount as \$10.00 vs. \$100.00)
- Transposed diagnosis and procedure codes
- Inaccurate data entry (e.g., scanner errors, quantity billed, billed amount, date of service, place of service – must match Line Item 32)
- Addition of an add-on procedure code (e.g., codes with global days of ZZZ)
- Misapplication of fee schedule (generally due to changes in the fee schedule amounts)
- Incorrect performing provider NPI in Item 24J (Missing performing provider NPIs are rejected and must be resubmitted)
- Ambulance (correct transposed zip code; correct origin/destination modifiers for obvious errors such as HS)
- Modifier additions: limited to modifiers 24, 25, 26, 57, 58, 59, 76, 77, 78, 79, 91, AI, AQ, AR, AT, GV, GW, KX*, QW, and TC.

**Note: When adding the KX modifier to a claim, all lines must include this modifier in order for the request to process appropriately. If the KX modifier cannot be added to all claim lines, the provider will be asked to resubmit the corrected claim.*

To request a Telephone Reopening, providers must:

- Contact the Medicare Customer Service dedicated Reopening line at **1-877-757-7781**, between the hours of 8:00 a.m. to 12:00 p.m. and 12:30p.m. to 4:00 p.m., Monday through Friday.

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com

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- Adhere to the Privacy Act by:
 - Providing the provider/physician/supplier name, NPI, PTAN, and last 5 digits of the Tax ID Number (TIN) or Social Security Number (SSN)
 - Providing the beneficiary last name and first initial, the Medicare HICN, and the date of service of the Claim
- Provide the reason for the correction and supply the information needed to correct the item or service in question.

Please note: The number of Reopenings handled during one telephone call is limited to 3.

FAXED/WRITTEN REQUEST FOR REOPENING

Faxed/Written Reopenings can be submitted for the following:

- All of the items listed under the “Telephone Reopening” section above
- All of the items listed on the *Clerical Error Reopening Request Form*

To request a Reopening by fax or written request, providers must:

- Complete the [Clerical Error Reopening Request Form](#)
- Submit the remittance advice(s) with the claim(s) in question identified and the reason for the change.

Mail to:
NHIC, Corp.
Reopening
PO Box 3535
Hingham, MA 02044

Fax to: (781) 741-3534

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