
Contractor Comment: Thank you for attending the NHIC, Corp. Reopenings/Redeterminations Teleconference on November 18, 2009. Below are the questions that needed clarification or further research. Please note that the questions may have been edited to allow for the greatest dissemination of information to the widest audience.

- Q1. When a claim is denied for SNF consolidated billing, can we ask the contractor to bill Part A?
A1. The Medicare contractor is not able to send claims to another contractor. The provider would be responsible for billing Part A.
- Q2. Can you only put one ICN on the form when requesting a redetermination?
A2. No, it is acceptable to put multiple ICNs on one form. Please make sure you provide all the necessary information for each ICN.
- Q3. Do we need to send supporting documentation for modifier 76 when requesting an appeal?
A3. When requesting a redetermination all supporting documentation should be submitted.
- Q4. What is the reopening line?
A4. NHIC, Corp. often receives requests to correct a claim as a result of a billing error, Contractor error, or a change in a fee schedule which is retroactive to an earlier part of the year. These are referred to as Reopenings. Reopenings may be requested within one year of the initial claim decision (date of remittance), and are granted at the Contractor's discretion.
A dedicated reopening line of 1-866-757-7781 has been created for this purpose. You can find more information on our website at http://www.medicarenhic.com/providers/articles/Reopening_Process.pdf
- Q5. A-scans sent with modifier 26 and it should have been 52, is this a reopening or a redetermination?
A5. A claim with the addition of the 52 modifier would be sent to the redetermination department with supporting documentation.
- Q6. When money has been returned and we want to appeal, is this a reopening or a redetermination?
A6. Your request would go to redetermination, when disputing an overpayment.
- Q7. How do we add modifier 25?
A7. The 25 modifier can be added through the telephone reopening line at 877-757-7781.
- Q8. Can you call the reopening line for advice?

NHIC, Corp.

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A8. No, the telephone reopening line was created for a provider to call when a clerical error has occurred and the claim needs to be corrected. For general questions, please use the Interactive Voice Response system or the Customer Service department.

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