

CLAIMS BILLING UPDATE

10/19/2022

Claim Service Dates Restricted to Same Calendar Month/Span Dates into Future on Supply Claims

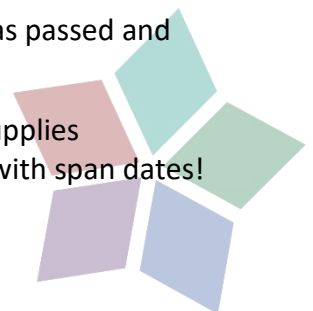
As a reminder, South Country follows Minnesota Administrative Uniformity Committee (MN AUC) Best Practices regarding date span billing. Multiple month billings will not be accepted, with the exceptions below:

- On a professional claim, service date spans should only be within the same calendar month. Multiple claims may be submitted for different dates within the same calendar month based on the provider's billing practices.

On an institutional outpatient claim, statement and service date spans should only be within the same calendar month. Observation, extended recovery, and emergency department services beginning before and completing after midnight are exceptions to this if performed during the same visit. Procedures beginning on one day and ending on another should be billed together.

This does not apply to an institutional inpatient claim.

- Pharmaceuticals should be billed with the administration/dispensed date—not a span of dates.
- Monthly equipment rental should be billed with the start date of the rental period only—not the span of days.
 - Equipment rented on other than monthly basis (e.g., daily rental of equipment) needs both "from" and "through" dates. Units of service should be reported as one per rental period unless the code specifically indicates "per day." These service date spans should only be within the same calendar month. Do not submit your claim until after the last day of rental on the claim.
 - Supplies should be billed with the purchase date and not the span of days. The only exception to this is for the following three durable medical equipment (DME) items or supplies that are allowed date spanning:
 - Continuous passive motion devices
 - Diabetic testing supplies (test strips and lancets); include modifier indicating if member is treated with insulin (KX) or without insulin (KS)
 - Parenteral and enteral nutrition
 - Claims for the items listed above will be held until the future date has passed and processed as a clean claim at that time.
 - Claims for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) items other than those listed above should not be billed with span dates!



- For Medicare cross-over claims, date-spanned claims will be accepted as long as Medicare allowed it for the service for which you are billing,

Please call our Provider Contact Center at 1-888-633-4055 (toll free) if you have questions or need additional information.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment information	

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.

