

Submission of Claims

Reimbursement Policy ID: RPC.0016.0100

Recent review date: 04/2025

Next review date: 08/2026

Keystone First reimbursement policies and their resulting edits are based on guidelines from established industry sources, such as the Centers for Medicare and Medicaid Services (CMS), the American Medical Association (AMA), state and federal regulatory agencies, and medical specialty professional societies. Reimbursement policies are intended as a general reference and do not constitute a contract or other guarantee of payment. Keystone First may use reasonable discretion in interpreting and applying its policies to services provided in a particular case and may modify its policies at any time.

In making claim payment determinations, the health plan also uses coding terminology and methodologies based on accepted industry standards, including Current Procedural Terminology (CPT®); the Healthcare Common Procedure Coding System (HCPCS); and the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM), and other relevant sources. Other factors that may affect payment include medical record documentation, legislative or regulatory mandates, a provider's contract, a member's eligibility in receiving covered services, submission of clean claims, other health plan policies, and other relevant factors. These factors may supplement, modify, or in some cases supersede reimbursement policies.

This reimbursement policy applies to all health care services billed on a CMS-1500 form or its electronic equivalent, or when billed on a UB-04 form or its electronic equivalent.

To the extent that any procedure and/or diagnosis codes are specified in this policy, such inclusion is provided for reference purposes only, may not be all inclusive, and is not intended to serve as billing instructions. Listing of a code in this policy does not imply that the service described by the code is a covered or non-covered health service. Benefit coverage for health services is determined by federal, state, or contractual requirements and applicable laws that may require coverage for a specific service. The inclusion of a code does not imply any right to reimbursement or guarantee claim payment. Other Policies and Guidelines may apply.

Policy Overview

This policy serves as guidance for the submission of claims to Keystone First for processing.

Exceptions

N/A

Reimbursement Guidelines

Keystone First aligns with the Pennsylvania Medicaid guidelines listed in the Provider Manual regarding processing claims. The Provider Manual lists topics and guidance for the submission of clean claims for reimbursement. Topics include but are not limited to:

- Required claim elements for filing,
- Claim filing deadlines,
- Claim forms fields,
- Claims and disputes,
- Electronic claims submission,
- Submitting corrected claims,
- National Correct Coding Initiative (NCCI),
- ICD-10 Codes,
- Documentation guidelines,
- Outpatient and hospital billing,
- Ancillary services,
- Home health,
- Behavioral health,
- Maternity,
- Durable medical equipment.

For complete guidelines please refer to the Claims and Billing section of the Keystone First website:
<https://www.keystonefirstpa.com/provider/claims-billing/index.aspx>.

Definitions

N/A

Edit Sources

- I. Current Procedural Terminology (CPT) and associated publications and services.
- II. International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10).
- III. Healthcare Common Procedure Coding System (HCPCS).
- IV. Centers for Medicare and Medicaid Services (CMS).
- V. The National Correct Coding Initiative (NCCI).
- VI. Applicable Keystone First manual reference.
- VII. Commonwealth of Pennsylvania Medicaid Program guidance.
- VIII. Commonwealth of Pennsylvania Medicaid Program fee schedule(s).

Attachments

N/A

Associated Policies

N/A

Policy History

06/2025	Minor updates to formatting and syntax
04/2025	Reimbursement Policy Committee Approval

04/2025	Revised preamble
04/2024	Revised preamble
08/2023	Removal of policy implemented by Keystone First from Policy History section
01/2023	Template Revised <ul style="list-style-type: none"> • Revised preamble • Removal of Applicable Claim Types table • Coding section renamed to Reimbursement Guidelines • Added Associated Policies section