

Optometry Coding & Billing Alert

READER QUESTIONS: Don't Just Cover Up Paper Claim Errors Question: When we make a mistake on a paper form,

Question: When we make a mistake on a paper form, can we just cross out the wrong information or use correction fluid?

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Answer: If you make a mistake on a paper claim, your best bet is to start over. Don't simply cross out or cover up the mistake with correction fluid. One Medicare payer just clarified its stance on this very issue. Practices submitting paper claims or appeals aren't doing themselves any favors by using liquid correction fluid to fix mistakes, according to a June 3 notification from National Government Services (NGS).

"Do not modify the [CMS-1500] form," NGS says. "Do not use a stamp, stickers, or write messages across the face of the claim form (e.g., RESUBMITTAL, EOB attached, etc.). Enclose a separate note. Do not use whiteout for corrections or make any marking that crosses multiple items." To read the NGS guidance, visit www.ngsmedicare.com/NGSMedicare/PartB/EducationandSupport/ToolsandMaterials/instructions0805.aspx