

Optometry Coding & Billing Alert

Reader Questions: Paper Claim Doesn't Have to Mean Slow Filing

Question: Our payer says we are not in compliance with -timely filing- requirements when we file paper claims for an unlisted-procedure code. What can we do?

Pennsylvania Subscriber

Answer: Many payers require electronic claims as proof of timely filing. But on many occasions -- such as unlisted-procedure code claims, modifier 22 (Unusual procedural services) and reduced or discontinued service (modifier 52 or 53) claims -- you must provide full documentation and therefore file a paper claim.

The solution is simple: File the claim electronically and then submit paper documentation separately. Be sure to include a note with the paper claim (or better yet, have a stamp made) explaining, -This is not a duplicate claim. This documentation supports an electronic claim.-