

PRISM Reference Guide

Submitting Payment Information for Medicare or Other Insurance

Purpose: This reference guide will direct Medicaid providers on how to enter “other” insurance (commercial or Medicare) information into PRISM.

HIPAA Transactions

Loop 2320 - Medicare use **MA (Medicare Part A)** or **MB (Medicare Part B)** or for Commercial use **CI (Commercial Insurance)**

Direct Data Entry (DDE) for Professional or Dental Providers

Note: You will enter information at the header and at the service level

1. In the **BENEFICIARY INFORMATION** section
 - a. To specify if the beneficiary has any insurance other than Medicaid, for the **Does the beneficiary have insurance other than Medicaid?** question, select **Yes** or **No**
 - i. If you select **Yes**, the **OTHER INSURANCE INFORMATION** section expands with additional required fields
2. The **Insurance Information** page expands and displays various fields under the **Other Insurance Information** section
 - a. From the **Payer Responsibility Code** drop-down list, select the relevant other insurance payer
 - b. In the **Remittance Date** field, enter the date on which the commercial or Medicare payer paid the line
 - c. Enter the **Payer ID Number**
 - d. Enter **Payer Name**
 - e. Enter **Insured’s Group or Policy Number**
 - f. From the **Claim Filing Indicator** drop-down list select the appropriate option
 - i. For Medicare select **MA** or **MB**
 - ii. For Commercial select **CI**
 - g. Enter the **Total COB Paid Amount** by the other insurance payer

- h. In the **1. External Adj. Reason Code** field, enter the claim adjustment reason code reported by the commercial or Medicare payer on their Remittance Advice for the line
- i. From the **External Adj. Reason Group Code** field, select the relevant option
- j. Enter the **Amount** corresponding to the reason code
- k. In the **Adjustment Quantity** field, enter the number of service units adjusted as reported by the commercial or Medicare payer on their Remittance Advice
- l. You can enter up to two Reason codes
 - i. To add further reason codes, click the **Add Another Reason Code** hyperlink
 - ii. You can enter up to 12 Reason Codes for each insurance payer for each service line
 - iii. To delete a reason code, click **Delete**
- 3. To provide information about multiple payers, click **Add Another Payer**
 - a. Another **Service Line Other Payer Information** section displays
 - i. To delete this other insurance payer section, click **Delete**
 - ii. You may submit up to three other insurance details
 - iii. To reset the information on this page, click **Reset**
 - iv. To save and submit the data you entered and return to the relevant submit claim page, click **Basic Claim Form**
 - v. To return without saving the changes, click the **Close** button
 - 1. The relevant submit claim page opens

Note: The **Total COB Payer Paid Amount** must be numeric and may be zero

- 4. After you have added the header and line information for your claim the Service Line will be populated in the Grid. Click the **Insurance Info** hyperlink next to the desired line item.

Note: The **Insurance Information** page displays only if at least one Other Insurance Subscriber record exists at the header

- a. The **Insurance Information** page expands and displays various fields under the **Other Insurance Information** section
 - i. From the **Primary Payer Responsibility** drop-down list, select the relevant other insurance payer

- ii. Enter the **Amount Paid** by the other insurance payer
- iii. In the **Remittance Date** field, enter the date on which the commercial or Medicare payer paid the line
- iv. In the **1. Reason Code** field, enter the claim adjustment reason code reported by the commercial or Medicare payer on their Remittance Advice for the line
- v. In the **Amount** field, enter the amount corresponding to the reason code
- vi. In the **Adjustment Quantity** field, enter the number of service units adjusted as reported by the commercial or Medicare payer on their Remittance Advice

Note: You can enter up to two Reason codes.

- vii. To add further reason codes, click the **Add Another Reason Code** hyperlink.
 - 1. You can enter up to 12 Reason Codes for each insurance payer for each service line.
 - 2. To delete a reason code, click **Delete**.
- 5. To provide information about multiple payers, click **Add Another Payer**
 - a. Another **Service Line Other Payer Information** section displays
 - i. To delete this other insurance payer section, click **Delete**
 - ii. You may submit up to three other insurance details
 - iii. To reset the information on this page, click **Reset**
- 6. To save and submit the data you entered and return to the relevant submit claim page, click **Basic Claim Form**. To return without saving the changes, click the **Close** button.

DDE for Institutional Providers

- 1. Expand **OTHER INSURANCE INFORMATION**
 - a. From the **Payer Responsibility Code** drop-down list, select the relevant other insurance payer
 - b. In the **Remittance Date** field, enter the date on which the commercial or Medicare payer paid the line
 - c. Enter the **Payer ID Number**
 - d. Enter **Payer Name**
 - e. Enter **Insured's Group or Policy Number**

- f. From the **Claim Filing Indicator** drop-down list select the appropriate option.
 - i. For Medicare select **MA** or **MB**
 - ii. For Commercial select **CI**
- g. Enter the **Total COB Paid Amount** by the other insurance payer
- h. In the **1. External Adj. Reason Code** field, enter the claim adjustment reason code reported by the commercial or Medicare payer on their Remittance Advice for the line
- i. From the **External Adj. Reason Group Code** field, select the relevant option
- j. Enter the **Amount** corresponding to the reason code
- k. In the **Adjustment Quantity** field, enter the number of service units adjusted as reported by the commercial or Medicare payer on their Remittance Advice
- l. You can enter up to two Reason codes
 - i. To add further reason codes, click the **Add Another Reason Code** hyperlink
 - ii. You can enter up to 12 Reason Codes for each insurance payer for each service line
 - iii. To delete a reason code, click **Delete**