

# NOTICE:

## Health Choice Payment Processing Documentation

February 10, 2017

This is a reminder that Health Choice health plans (Health Choice Arizona, Health Choice Integrated Care, and Health Choice Generations) may require submission of additional information to process claims.

Medical records to support claim submissions may be mailed to the following address:

HEALTH CHOICE CLAIMS DEPARTMENT  
410 N. 44 TH ST. STE 500  
PHOENIX, AZ 85008

Health Choice requests all submitted medical records include the following components:

- For all Prior Period Coverage (PPC) inpatient admissions and all inpatient admissions which are Level 4 APR-DRG and/or outlier claim:
  - Itemized UB-04 (“IZ”) \*\*\*\*
  - History & Physical (Admitting)
  - Consultations
  - Progress notes
  - MAR (Medication Admin Record)
  - Discharge Summary
  - Other documentation as needed
- Medical records to support Level 4 and 5 emergency department claims.

\*\*\*\* Itemized UB-04s (“IZs”) cannot be obtained via current EMR access. These must be mailed for ALL claim types.

All efforts will be made to access medical records in your EMR system, however, we may request additional information as stated above. If records are not submitted with a claim for a service that requires supporting documentation, the claim will be denied with all applicable denial reason/codes reflected on the claims remittance advice.

In the event that any of your claims have not been processed under the guidelines provided, we have begun to reprocess.

