



*MaineCare Services*  
An Office of the  
Department of Health and Human Services

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## **Billing Instructions for MaineCare Managed Care CMS1500**

*Applies to any MaineCare member who is actively enrolled under MaineCare Managed Care for the date of service being billed*

### **How is a managed care claim processed?**

MaineCare member ID number is matched with the member's name and date of birth. The system then scans to identify if the member ID number is enrolled in managed care for that date of service. If so, the system continues to scan the claim for the nine-digit referral number for the date of service(s):

9-digit MaineCare Referral Number

CMS-1500 claim form = Block 17a

Electronic Claim = Record F, Field 8, Left Justified

The MaineCare referral number must be the PCP's referral number for that date of service.

### **Denial Reasons**

- PRIMECARE NUMBER INVALID/MISSING
- DOS DO NOT MATCH PRIMECARE NO.
- DOS OVERLAP PRIMECARE NUMBER

(Note: PrimeCare was the original name and has since been changed to managed care. Systems are being updated to reflect managed care)

### **Why has the claim denied for managed care?**

Claims will stop processing and deny if incorrect information is on the claim.

The following bullets are the most common reasons claims deny:

- UPIN numbers, no numbers, wrong numbers
- Referral number correct, but in wrong block
- PCPs not authorizing own claims

### **Why did the claim deny when I used the exempt diagnosis and procedure codes?**

Exempt diagnosis and procedure codes do not require the PCP's referral number. If the claim has the correct referral number, the claim will continue processing. If the referral number is missing and the member is enrolled in managed care for date of service, the automated system scans for the managed care exempt diagnosis and procedure codes. Claims with the correct exempt diagnosis and procedure codes will continue the claims processing system. Although a referral number is not required for exempt codes, if a referral number is entered, it must be the correct number or the claim will deny.