



November 2020

### Updates Regarding Claims Submission

As a reminder, CountyCare accepts both electronic claims submission and paper claims submission. Please see details outlined below:

#### Electronic claims submission is the preferred claims submission method:

- All files submitted to CountyCare must be in ANSI X12N 837 format or its successor
- CountyCare may generate an ANSI X12N 835 or most current electronic remittance Explanation of Payment (EOP)
- CountyCare's Electronic Claims Submission Clearinghouse is **Change Healthcare**
- CountyCare's Payer ID is **06541**

#### Paper claims submission:

- Acceptable Claim Submission Forms:
  - CMS 1500 - Professional Services and Medical Supplies
  - CMS 1450 (UB-04) – Institutional services
- Claims must be typed or printed with 10 or 12 Times New Roman font on the original red and white form
  - Highlighting, italics, bold text or staples will not be accepted
  - Information must remain within the outline provided or the claim may be rejected
- Typed data must be within the outlines of the data fields on the form. Any information that extends beyond the outlines may cause the claim to be rejected
- **Paper and Corrected Claims Submission Address:**  
CountyCare Health Plan  
P.O. Box 211592  
Eagan, MN 55121-2892

***Please note, as of 01/01/21, paper claims sent to the incorrect address will no longer be forwarded to the correct location for processing.***

For additional billing guidance, please refer to the 'Billing and Claims Submission' section in the CountyCare [Provider Manual](#).

#### Questions and Communications:

For general questions, please contact CountyCare Provider Services at [ProviderServices@countycare.com](mailto:ProviderServices@countycare.com) or your assigned Provider Relations Representative.