



# National Drug Codes

## Claim Submission and Inquiry Procedures



# Table of Contents

- Overview of National Drug Codes (NDC) Claims ..... 2
- How to Submit NDC Claims..... 2
- Types of NDC Claims..... 3
- NDC Claim Requirements..... 3
- NDC Claim Inquiry ..... 4
- Health Plan Information ..... 4

## Overview of National Drug Codes (NDC) Claims

Some home care services professionals – typically home infusion and/or specialty pharmacy providers – must follow specific submission and inquiry procedures for NDC claims.

These claims may differ from one home care provider to another. Home care providers may also have certain service types for which claims must be submitted according to the NDC process but may have other service types for which claims must be submitted by the standard UnitedHealthcare claims submission process.

Please use the designated claim submission method for each service type so that UnitedHealthcare can adjudicate your claim appropriately.

If you are unsure whether to follow the NDC or UnitedHealthcare submission process, please contact your Network Management representative for clarification.

## How to Submit NDC Claims

The NDC process lets you submit claims to UnitedHealthcare in three ways:

Submission	Process
Batch EDI 837	Before submitting an EDI file, you must successfully complete all EDI testing. Contact your clearinghouse to begin the testing process or call UnitedHealthcare EDI Support at 800-842-1109 for more information. Submit your 837p EDI Batch file using the Payer ID “UHNDC.”
Online	Go to <a href="http://UHCprovider.com/claimsLink">UHCprovider.com/claimsLink</a> for instructions and more information. If you’re unable to enter the NDC code or are not required to enter the member information, you may have selected the wrong tax ID number. Please click “Cancel” on the claim and start the process over.
Paper	Fax CMS-1500 paper claims to 801-994-1260. <sup>1</sup>

<sup>1</sup>Paper claims are only accepted if:

- The claim requires coordination of benefits (COB)
- You are submitting a corrected claim and are unable to submit using EDI batch resubmission
- The total billed charges on the claim is greater than \$99,999.99

## Types of NDC Claims

This table defines submission guidelines for different types of claims:

If a claim is being submitted...	...it is considered a/an	You should follow....
For the first time	Initial submission	The standard EDI or online submission processes listed in “How to Submit NDC Claims”
For the second time because it has to be corrected	Corrected/Resubmitted claim	If possible, submit the corrected claim by EDI Batch. Include the original claim ID with the appropriate claim frequency type code (for example, 7).  If unable to submit via EDI, submit by fax, as listed in “How to Submit NDC Claims.” Include the original claim ID and stamp “corrected” on the claim in the top right-hand corner and enter “corrected” in Box 19 of the CMS-1500 form.
As an appeal or reconsideration	Appeal or reconsideration	The appeals or reconsideration process listed in the explanation of benefits (EOB) or provider remittance advice (PRA)
As a Coordination of Benefits (COB) claim (any primary payer; not limited to Medicare)	COB submission	The paper process <sup>2</sup> (via fax), as noted in “How to Submit NDC Claims”  Please submit both the CMS-1500 claim form and the primary carrier’s EOB together.

<sup>2</sup>Claims must be submitted per UnitedHealthcare guidelines. When Medicare is primary, UnitedHealthcare acknowledges that the Healthcare Common Procedure Coding System (HCPCS) codes and drug units on the UnitedHealthcare secondary claim submission (COB submission) will differ from the Medicare primary claim submission.

## NDC Claim Requirements

In addition to standard complete claim data requirements outlined in the UnitedHealthcare Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide, the following items must be included on NDC Claims for timely processing and payment.

Claims with missing or incorrect information may be delayed, denied or rejected.

### 1. Plan Identification (ID) Code

- The Plan ID Code identifies the UnitedHealthcare plan and is required so we can properly route claims for payment. All claims must be submitted with a Plan ID Code or a claim payment may be delayed.
- Claims without a two-digit Plan ID Code will be rejected.
- To determine Plan ID Code:
  - Step 1: Refer to the member’s health care ID card, which lists the UnitedHealthcare plan
  - Step 2: Refer to the UnitedHealthcare Plan ID table in Section Five of this document
- If you submit by:
  - Fax: Enter the Plan ID code in box 11c.
  - UHCprovider.com: When a submitter is using the claimsLink tool, make sure the correct payer name/code, policy (if more than one exists for a member) and insurance

type of commercial, Medicare or Medicaid/Community Plan is selected since there will NOT be a NDC two-digit plan ID selection for this process.

– EDI Batch: Submit the Plan ID Code in 2010BB Loop/REF Segment, REF01= (FY) and REF02 = (two-digit plan ID).

2. Drug Claim Lines
  - Drug Claim Lines must be submitted with a valid NDC code.
  - The NDC code must be 11 digits, without dashes or spaces.
  - Drug Claim Lines submitted without a valid NDC will pay at \$0.
3. Administrative Claim Lines (per diem/nursing)
  - All administrative claim lines must be submitted with a valid HCPCS or CPT code, in accordance with your UnitedHealthcare Participation Agreement.
  - All administrative claim lines submitted without the correct, valid HCPCS/CPT code will pay at \$0.

**Claim Reminders**

- Uniform Billing (UB) claim formats are not accepted.
- You may not bill for future dates of service.
- SH<sup>1</sup> and SJ<sup>2</sup> modifiers are required for multiple therapies.
- Don't submit claims with units or charge amounts equal to "0".
- Do not bill with HCPCS units.

Subscriber and Group numbers are required on all claims. Please bill with the standard National Council for Prescription Drug Programs (NCPDP) billing units associated with the NDC value.

**NDC Claim Inquiry**

Use the following table to determine how to inquire about an NDC claim if the information is not available on [UHCprovider.com/claims](http://UHCprovider.com/claims):

If you wish to:	Go to:
Check member eligibility	Page 5 and review the list of plans that follow the NDC claim submission and inquiry procedures <ul style="list-style-type: none"> <li>• Use the member's health care ID card to identify the health plan and find the correct tool or contact information.</li> <li>• If you contact us, identify yourself as an NDC home infusion and/or specialty pharmacy care provider to help ensure your inquiry is directed appropriately.</li> </ul>
Check claim status	
Obtain claim reconsideration or appeal forms and procedures	
Determine why online claim reconsideration or written reconsideration failed	
Determine why the claim still did not process through, although updated COB information was submitted	
Determine why the claim still did not process, although you submitted more information or a corrected claim	
Determine why a claim still did not process, although you submitted proof of timely filing	Page 2 and review the information on submitting claims by the correct submission channel. Then, review the Types of NDC Claims table for the process to follow, based upon the type of claim.
Determine why you received a letter, or an identified claim was closed with a remark code asking you to resubmit through your designated process	

1SH must be applied to the S code per diem line item billed in conjunction with a second concurrently administered therapy.

2SJ must be applied to the S code per diem line item when three or more concurrently administered therapies are provided, in addition to the primary therapy.

Note on claims adjustments: As an example, if UnitedHealthcare paid \$1,000 when a claim was originally processed, but an additional amount is due for a total of \$1,500, when the claim is reprocessed, the Provider Remittance Advice (PRA) will reflect the original payment as a negative amount (-\$1,000) with a subsequent payment of \$500. The -\$1,000 is not a recoupment and we have not taken the \$1,000 back. In this example, the total paid is \$1,500.

**Plans that follow the NDC Claim Submission and Inquiry Procedures**

If your patient’s UnitedHealthcare plan is not listed in the following chart, you can find information about how to submit a claim by referring to the How to Submit a Claim section of the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](http://UHCprovider.com/guides).

UnitedHealthcare Health Plan	Plan ID Code	Self-Service Tools	Provider Services
UnitedHealthcare Life Insurance Company/All Savers	08	N/A	800-232-5432
Care Improvement Plus (CIP)	11	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member’s ID card
Neighborhood Health Partnership (NHP)	10	<a href="http://mynhp.com">mynhp.com</a>  <i>On April 1, 2016, the NHP medical network plan changed to plan ID 10. As of May 15, 2017, claims using plan ID 14 will be rejected.</i>	877-972-8845
UnitedHealthcare MAHP – MD IPA, Optimum Choice and MLH (formerly MAMSI)	10	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member’s ID card
United Medical Resources (UMR)	20	<a href="http://UMR.com">UMR.com</a>	Call the customer service number on the member’s ID card
UnitedHealth Shared Services (UHSS)/ Government Employees Health Association (GEHA)*	20	<a href="http://UHS.com">UHS.com</a>	Call the customer service number listed on the member’s ID card
UnitedHealthcare	10	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the NDC Provider Team at 866-950-3513
UnitedHealthcare Chronic Complete, UnitedHealthcare Nursing Home Plan and UnitedHealthcare Dual Complete® not otherwise specified	19	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member’s ID card
UnitedHealthcare Community Plan of Arizona or UnitedHealthcare Dual Complete® Arizona	22	<a href="http://UHCprovider.com">UHCprovider.com</a>	800-445-1638

UnitedHealthcare Health Plan	Plan ID Code	Self-Service Tools	Provider Services
UnitedHealthcare Community Plan of California	36	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member's ID card
UnitedHealthCare Dual Complete (HMO SNP) California	36/42	<a href="http://UHCprovider.com">UHCprovider.com</a>	844-555-9774
UnitedHealthcare Community Plan of Delaware; dates of service on or before Dec. 31, 2017	29	<a href="http://UHCprovider.com">UHCprovider.com</a>	800-600-9007
UnitedHealthcare Community Plan of Florida or UnitedHealthcare CMMA or UnitedHealthcare or UnitedHealthcare MMA, UnitedHealthcare DSNP Florida	12	<a href="http://UHCprovider.com">UHCprovider.com</a>	877-842-3210
UnitedHealthcare Community Plan of Hawaii or UnitedHealthcare DSNP Hawaii	37	<a href="http://UHCprovider.com">UHCprovider.com</a>	888-980-8728
UnitedHealthcare Community Plan of Iowa or UnitedHealthcare DSNP Iowa	32	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member's ID card
UnitedHealthcare Community Plan of Kansas or UnitedHealthcare DSNP Kansas	26	<a href="http://UHCprovider.com">UHCprovider.com</a>	877-542-9235
UnitedHealthcare DSNP Kentucky; dates of service on or after Jan. 1, 2019	42	<a href="http://UHCprovider.com">UHCprovider.com</a>	Call the customer service number on the member's ID card
UnitedHealthcare Community Plan of Louisiana or UnitedHealthcare DSNP Louisiana	33	<a href="http://UHCprovider.com">UHCprovider.com</a>	866-675-1607
UnitedHealthcare Community Plan of Maryland	02	<a href="http://UHCprovider.com">UHCprovider.com</a>	877-842-3210
UnitedHealthcare DSNP Maryland	02	<a href="http://UHCprovider.com">UHCprovider.com</a>	844-855-9776
UnitedHealthcare Community Plan of Massachusetts	34	<a href="http://UHCprovider.com">UHCprovider.com</a>	888-867-5511



UnitedHealthcare Health Plan	Plan ID Code	Self-Service Tools	Provider Services
UnitedHealthcare Community Plan of Michigan or UnitedHealthcare DSNP Michigan	27	UHCprovider.com	800-903-5253
UnitedHealthcare Community Plan of Missouri or UnitedHealthcare DSNP Missouri	38	UHCprovider.com	Call the customer service number on the member's ID card
UnitedHealthcare Community Plan of Mississippi or UnitedHealthcare DSNP Mississippi	31	UHCprovider.com	
UnitedHealthcare Community Plan of Nebraska or UnitedHealthcare DSNP Nebraska	04	UHCprovider.com	866-331-2243
UnitedHealthcare Community Plan of New Jersey	05	UHCprovider.com	888-362-3368
UnitedHealthcare Community Plan of New Mexico or UnitedHealthcare DSNP New Mexico	28	UHCprovider.com	877-236-0826
UnitedHealthcare Community Plan of New York	06	UHCprovider.com	877-842-3210
UnitedHealthcare North Carolina DSNP	40	UHCprovider.com	Call the customer service number on the member's ID card
UnitedHealthcare Community Plan of Ohio or UnitedHealthcare MME or UnitedHealthcare DSNP Ohio	25	UHCprovider.com	877-842-3210
UnitedHealthcare DSNP Oklahoma	41	UHCprovider.com	Call the customer service number on the member's ID card
UnitedHealthcare Community Plan of Pennsylvania or UnitedHealthcare DSNP Pennsylvania	03	UHCprovider.com	800-600-9007
UnitedHealthcare	13	UHCprovider.com	877-842-3210

UnitedHealthcare Health Plan	Plan ID Code	Self-Service Tools	Provider Services
Community Plan of Rhode Island			
UnitedHealthcare Community Plan of Tennessee (TennCare) or UnitedHealthcare Dual Complete® DSNP Tennessee	30	UHCprovider.com	800-690-1606
UnitedHealthcare Community Plan of Texas or UnitedHealthcare DSNP Texas	21	UHCprovider.com	888-887-9003
United Healthcare Community Plan of Virginia or UnitedHealthcare DSNP Virginia	39	UHCprovider.com	800-842-3210
UnitedHealthcare Community Plan of Washington or UnitedHealthcare DSNP Washington	24	UHCprovider.com	877-542-9231
UnitedHealthcare Community Plan of Wisconsin or UnitedHealthcare DSNP Wisconsin	07	UHCprovider.com	877-651-6677
UnitedHealthcare Medicare Solutions	11	UHCprovider.com	Call the customer service number on the member's ID card
UnitedHealthcare of the River Valley	10	UHCprovider.com	Call the NDC Provider Team at 866-950-3513
UnitedHealthOne® (UnitedHealthOne, Golden Rule)	18	N/A	800-657-8205
UnitedHealthcare AARP® Medicare Advantage Utah	43	UHCprovider.com	877-651-6677

\* GEHA member claims are submitted to UMR plan ID 20, unless the care provider has a direct agreement with GEHA. In this situation, claims are submitted directly to the health plan.

For members of Harvard Pilgrim and Medica, if the member is seen in the designated service area, claims are submitted directly to the health plan and fall under your direct agreement with the plan. If members are seen outside of the designated service area, members use the UnitedHealthcare plan ID10 for Harvard Pilgrim or plan ID11 for Medica and fall under your global UnitedHealthcare agreement.

This NDC process applies to benefit plans administered by UnitedHealthcare Insurance Company and its affiliates, except for benefit plans issued, sponsored or administered by PacifiCare Health System or its subsidiaries; benefit plans issued and administered by UnitedHealthcare Oxford and its affiliates; and benefit plans issued and administered by Sierra or its subsidiaries.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.