

SIHO Insurance Services continually strives to enhance quality service to our valued providers. In an effort to ensure your claims are reimbursed in a timely manner, effective **June 1, 2014**, SIHO will require a clean claim submission.

A clean claim is a claim that has all fields required by CMS for both 1500 and UB claim forms completed. A claim will not be considered clean if it is missing any of the required fields or attachments required to adjudicate the claim. To be considered "clean," a claim must meet the following criteria:

- **Have all required fields completed**
 - Paper Claims: Box/field 24j displays the rendering provider (individual npi); box/field 33a displays the billing provider location (group npi)
 - Electronic Transactions: NM1 *85 segment contains the group npi; MN1 *82 segment contains the individual npi
- **Not require further investigation by the plan**
- **Be received within the timely filing period**
 - varies depending on group, please call SIHO Member Services for groups specific instructions
- **Have all information necessary to adjudicate a claim**
 - including any necessary supporting documentation (primary carrier explanation of benefits (EOB), medical records, etc.)

If a claim does not meet all of the criteria listed above, the statutory period for processing will not apply. In some cases, if the information is incomplete or incorrect we will be required to return the claim with a cover letter that will include what is necessary to process.

We encourage you to submit claims electronically. Electronic claims submission is fast, accurate and reliable. SIHO uses a managed EDI gateway partner to forward and route claims. To send claims to SIHO, please use payer ID of **77153**. If you require assistance in setting up the payer id please contact a SIHO Provider Service Representative:

Jana Griner
(812) 378-7018
Provider.services@siho.org

Tina Elmore
(812) 314-2500, 2504
Provider.services@siho.org

Latisha Meyer
(812) 314-2500, 1187
Provider.services@siho.org

If you have any questions, please contact the Provider Relations Department at the number(s) listed above or our Member Services Department at (812) 378-7070 or (800) 443-2980.