A Message to
***Business Office Managers***

AmeriHealth

800 Midlantic Drive, Suite 333, Mt. Laurel N.J. 08054

**MEMORANDUM**

**TO:** All Participating AmeriHealth Ancillary Providers in New Jersey

**FROM:** Kathleen Mariano
Manager, Provider Relations

**DATE:** September 24, 2001

**SUBJECT: Optical Character Recognition (OCR) Technology**

The claims processing unit of AmeriHealth is now equipped to expedite the processing of claims using optical character recognition (OCR) technology. This enhancement will assist AmeriHealth in further improving claim processing turnaround time and providing more accurate claim processing and data collection.

To ensure accurate and timely processing claims **must** be submitted using the **red** HCFA 1500 version (12/90) claim form available at office supply retailers.

Please note the following instructions to facilitate automated processing:

- Please type clearly in specified areas only. Do not use red ink. Change printer ribbons often or use a laser printer.
- Use standard fonts: Courier New, Arial, Times New Roman. Do not use bold, italic, or other nonstandard fonts.
- Make sure the claim forms are complete and accurate. Extraneous writing on the form ("This is a second submission") will cause delays.
- Do not use nonstandard forms: carbons, black-and-white copies, laser-printed forms, etc.

If you have any questions regarding OCR technology please contact Provider Services or your Ancillary Coordinator. AmeriHealth will continue to review processes and incorporate technology where appropriate as part of our ongoing effort to improve service to our participating providers.