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A message to Business Office Managers

Bulletin #09-09

TO: Participating skilled nursing facilities

FROM: Michael S. Zollenberg
Director, Network Service

DATE: August 12, 2009

SUBJECT: Claim processing issue related to POA indicator

We are sending this bulletin to inform you of a system issue we identified that may have caused the inaccurate denial of inpatient claims submitted from the short, 3-week period of July 17, 2009, to August 8, 2009.

Our claims processing system incorrectly rejected skilled nursing facility (SNF) claims that did not include a present on admission (POA) indicator in Form Locator 67 of the UB-04 (or in segment K3 in the 2300 loop, data element K301 of the 837I). As you know, SNFs *are not required* to include a POA indicator on their claims, and we have modified our claims processing system to rectify this situation. The system correction was implemented on Monday, August 10, and SNF claims will now process correctly.

We have begun to identify claims that were denied in error for the POA indicator during this short period, and we will reprocess them without any need for you to resubmit. **Please note that you do not need to resubmit any claims that were denied in error for the POA indicator.**

We apologize for the inconvenience that this processing issue may have caused. If you have any questions, please contact your Hospital/Ancillary Services Coordinator.

We encourage you to share this information with appropriate members of your staff.