



## Best Practices for Billing Paper Claims

### **Purpose of this communication:**

To remind providers of best practices for correctly billing paper claims to help avoid claim rejections.

### **What do I need to know?**

To help avoid paper claim rejections:

- Use black ink only
- USE ALL CAPITAL LETTERS
- Use 10, 11, or 12 point font sizes
- Use Arial or Tahoma font (NO script or stylized fonts)
- DO NOT use dot matrix printers
- DO NOT hand write any information on the paper claim
- Ensure that all the text is WITHIN the boxes provided and NOT on top of the box border lines
- Use 20 -22 pound weight paper
- When billing a void and replace claim, please make sure that "CORRECTED CLAIM" is typed, stamped or handwritten, either at the top of the form or on an unused service line

### **Is there anything else I need to know?**

- It is best to bill electronically if possible. If you choose to bill paper claims, follow the above recommendations to help avoid claim rejections.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management contract manager for assistance.**