

Notice of NEW Rejection for Non-Standard Paper Claim Forms

Purpose of this communication:

- To inform providers that effective December 1, 2024, a rejection will be applied to your paper claims if they are NOT submitted on official, standard red and white paper CMS-1500 and UB-04 (CMS-1450) claim forms.

What do I need to know?

- Optical character recognition (OCR) technology is used to scan and capture claim information from the paper claim forms. To ensure the OCR can capture all claims data correctly:
 - Original OCR red and white CMS-1500 and UB-04 (CMS-1450) paper claim forms must be used.
 - All other claim form types will be rejected. This includes photocopies of original forms, black and white forms, and any non-standard forms.
- Additionally, to help ensure your claim data is scanned properly, please adhere to the following best practices:
 - Ensure your data is aligned correctly and printed within the form boxes, without touching the red lines.
 - Utilize either 10 or 12-point Times New Roman font.
 - Do not use highlights, italics or bold text.
 - Avoid handwritten information.

What do I need to do?

- Standard paper claim forms can be found by using the below links.
 - CMS-1500 form is available through the [U.S. Government Bookstore](#).
 - UB-04/CMS-1450 form is available through the [NUBC web site](#).

Thank you in advance for your cooperation and continued partnership.