



## Waiver of Liability Process

### Purpose of this communication:

- To provide direction to providers on the new process for submitting Waiver of Liability claims to CareCentrix. Waiver of Liability claim is a claim that is not covered by the primary payor but may be covered by a secondary funding source. The provider is seeking to obtain a benefit denial from the primary payor in order to file the claim with the secondary funding source.

### What do I need to know?

- Effective immediately, add a GA modifier to the HCPC/Modifier when submitting a request for Waiver of Liability claim to CareCentrix.
- Add the GA as the last modifier at the end of your normal HCPC/Modifier combination on every claim line submitted as a request for Waiver of Liability.
- All claim lines on a request for Waiver of Liability claim must contain the GA modifier. If billed with other claims lines not containing a GA modifier, the claim will be rejected.

Rejection Code	Solution
A3:453 - not all lines of your claim contain a GA modifier.	Remove all lines that do not contain the GA modifier and resubmit the claim.
A6:704 - your NTE segment containing one of the 3 possible notes is not present on a claim where each line has a GA modifier.	Add one of the 3 approved notes to the Header Level NTE segment and resubmit the claim.

- Include one of the following notes in the Claims Header Level NTE segment indicating the reason the primary payor will deny:
  - Deny for Medical Necessity
  - Deny for Benefit Maximum
  - Deny for Non-Covered Benefit
- **NOTE: CareCentrix will reject the claim if one of the above notes is not included in the NTE segment EXACTLY as written.**
- All providers are still required to request a service registration form for contracted services/items from CareCentrix via the HomeBridge Provider Portal.
- Please remember to separate claims billing for payment from claims billing for denial.
- This process applies to the following plans:
  - Cigna, Florida Blue, PEIA and Horizon.

### What else do I need to know?

- For additional information, please visit our Provider Portal at:
  - [www.carecentrixportal.com](http://www.carecentrixportal.com)
- If you have any questions, please reach out to your assigned Network Management contact.

**Thank you in advance for your cooperation and continued partnership.**