



A Public Entity

Inland Empire Health Plan



To: All PCPs, Specialists, Vision, and BH Providers
From: IEHP – Provider Relations
Date: October 25, 2018
Subject: **REMINDER: National Drug Code (NDC) Format**

As you may know, Inland Empire Health Plan (IEHP) no longer accepts claims for Physician Administered Drugs that do not meet the National Drug Code (NDC) reporting requirements. A recent review of claims for Physician Administered Drugs revealed some claim denials occurred due to incorrect NDC reporting.

The primary issue(s) relate to missing or invalid Product Qualifier and NDC data completed on Box 24A and/or missing or invalid Unit of Measure Qualifier and Quantity information completed on Box 24D of the CMS-1500 claim form. Some of the common NDC billing errors IEHP has identified include:

- Missing Unit of Measure Qualifier and Quantity
- Product Qualifier missing
- Unit of Measure Qualifier and Quantity billed in wrong Box
- Drug name submitted instead of Unit of Measure and Quantity billed

It is vital that IEHP receives properly billed claims that contain all NDC information in the correct boxes (24A and 24B). To assist with your efforts to implement appropriate changes, IEHP has turned off claim edits relating to NDC claim format for a period of 60 days and will be turning back on the claim edits relating to NDC claim format on November 1, 2018.

To avoid claim delays or unnecessary denials, please make the necessary billing corrections within 60 days. If claims are submitted with the incorrect NDC format on November 1st or after, they will be denied. As a courtesy, IEHP will adjust previously denied physician administered drug claims for dates of service April 1, 2018 and after. Please refer to the Paper Claims section that describes the NDC billing requirements in the Medi-Cal NDC billing policy that can be found http://files.medi-cal.ca.gov/pubsdoco/ndc/articles/ndc_9630.asp.

IEHP also encourages you to move towards an electronic billing system to reduce delays in claims payment.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.