



February 25, 2004

**IMPORTANT BILLING INFORMATION**

**Subject: UB92 Services Dates and Occurrence Span**

Dear Hospital Administrator:

The purpose of this letter is to provide follow-up notification to all participating hospitals that Health Plus converted to a new claims adjudication system. This new claims adjudication system has different requirements as compared to our previous claims adjudication system, however we believe that these requirements will allow us to be a better payor.

Unfortunately, Health Plus experienced a few setup complications which caused incorrect payments. These issues appear to be resolved and we continue to make adjustments as problems present. Please do not hesitate to call us if you discover a claim that requires adjustment.

This letter is also provided to notify billing personnel that **Health Plus requires service dates (field #45) for each code on each claim detail line and such dates must be sequential.** Furthermore, **these dates must also fall within the occurrence span (field #36).** Please reference the example below.

32 OCCURRENCE		33 OCCURRENCE		34 OCCURRENCE		35 OCCURRENCE		36 OCCURRENCE SPAN		
CODE	DATE	CODE	DATE	CODE	DATE	CODE	DATE	CODE	FROM	THROUGH
									022304	022504

Service Dates in Sequence

Occurrence Span Dates include Service Dates

42 REV. CD.	43 DESCRIPTION	44 HCPCS/RATES	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON COVERED CHARGES
300	ELECTRO...	80051	022304	1	35.70	
300	LIPID PRO...	80061	022404	1	68.25	
300	HEPATA...	80076	022504	1	53.55	
300	BUN	82565	022504	1	53.55	

Also, please log onto our website ([www.wkhealthplus.com](http://www.wkhealthplus.com)) to obtain the most current billing requirements. We regret any inconvenience caused by our conversion. Health Plus wants to be your preferred payor, and we will work hard to be *More than You Expect from a Health Plan.*

Sincerely,

Sandy Brown  
Operations Manager