

General Claims Information

General Claims Information

Mailing Address The table below shows the address for submissions of claims and Appeals/Dispute:

Type of Submission	Address
Claims, Appeals and Disputes	MemorialCare Select Health Plan P.O. Box 20900 Fountain Valley, CA 92728

Contents The table below shows the availability and the phone number for Claims Department:

Days of Operation	Monday through Friday
Hours of Operation	8am – 5pm PST
Phone Number	(855) 367-7747, Option#1

Electronic Claims Submission The table below shows the web address and Payer ID code for MemorialCare Select:

We Address	https://cms.officeally.com/
Payer ID	46187
Payer ID for Encounters	E4618

Claim Forms Generally, there are two types of forms used for submitting claims for Plan reimbursement. They are:

- The CMS-1500 Claim Form for professional services
 - The CMS-1450 (UB-04) Claim Form for institutional services
 - Use the correct form type and be sure the form meets Centers for Medicare and Medicaid Services standards (see <http://www.cms.hhs.gov/>).
-

General Claims Information, Continued

Encounter Data Submission

Because data regarding an encounter is obtained by us through claims data mining, those groups delegated for claims processing must submit encounter data to us as prescribed below:

Capitated Providers must submit all encounter data electronically to us on a monthly basis.

Encounters must be reported by the tenth (10th) of the month for all encounters for the preceding 90 days. For example, encounter data being submitted on July 10 should reflect encounters from April 1 through July 1. It is a DHCS requirement to submit encounter data on time.

Encounter Data File Format

Provide encounter data to us in a proprietary format, except in the instance of L.A. Care Health Plan members. Submit encounter data for L.A. Care members to Seaside Health Plan in the latest X12N37 HIPAA-compliant format.

Questions about Encounter Data Reporting

For questions about encounter data reporting, contact us at (855) 367-7747.
