

AVOID PAYMENT DELAY – SUBMIT YOUR CLAIM CORRECTLY THE FIRST TIME

Please note, Humana/iCare is an insurance company where claims need to be submitted for processing through our Claim System. We are not able to process your charges as an invoice and write a check same day. Humana/iCare has up to 30 days to process claims. However, upon receipt claims are generally processed within 1-2 weeks.

Please note the highlighted below, these are very common mistakes which delay payment.

LTC Professional service submitted via the *iCare Provider Portal* tips to prevent denials:

- make sure all required fields are entered correct
 - example, procedure code is missing a character or digit
- make sure your dates of service fall within the approved date range listed on the service request
- make sure your approved rates match the service request
- make sure to enter the correct number of units approved per week as it appears on the service request
- **double check your calculations before you hit submit**

LTC Claim Forms

Professional LTC claims can be submitted via iCare's [professional services claim form](#) by mail or use the [Provider Portal](#)

LTC Professional claim form tips to prevent denials:

- make sure all required fields are filled in correctly
 - example, procedure code is missing a character or digit
- make sure the information on the claim form is clear and legible
- make sure your dates of service fall within the approved date range listed on the service request
- make sure your approved rates match the service request
- make sure to enter the correct number of units approved per week as it appears on the service request
- **double check your calculations before you mail your request (keep a copy of the claim form for your records)**
- **don't forget to sign and date the claim before mailing**

If your claim is denied due to any of the errors listed above, it is expected you submit a corrected claim through normal channels. See our website on how to submit a corrected claim. <https://www.icarehealthplan.org/Claims/Claims-Processing.htm>