

AVOID PAYMENT DELAY – SUBMIT YOUR CLAIM CORRECTLY THE FIRST TIME

Please note, 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 Residential service submitted via the iCare Provider Portal tips to prevent denials:

- make sure all required fields are entered correctly
 - example, revenue 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 Residential claim form tips to prevent denials:

- make sure all required fields are filled in correctly
 - example, Rev Codes are missing a 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 you enter the correct number of days/units
- check the statement period from and to dates
- make sure your dates of service are entered correctly to match the statement period from and to dates
- **double check your calculations**
- **don't forget to sign and date the claim before mailing**
- keep a copy of the claim for your records

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>