

CLAIMS SUBMISSION & PAYMENT

Claims Submission and Status Inquiries

The address for PsychHealth, Ltd. claims submission is below:

**PsychHealth, Ltd.
Claims Processing Department
P.O. Box 5312
Evanston, IL 60201**

Claims status inquiries can be obtained during normal business hours by calling:

**(847) 864-4961
(800) 753-5456**

PsychHealth, Ltd. processes claims in accordance with the guidelines of the state Prompt Pay Laws. Clean claims will be processed within 30 days of the date received.

A Clean Claim is defined as:

A claim that has no defect, impropriety, lack of any required substantiating documentation, or particular circumstances requiring special treatment that prevents timely payment.

A Clean Claim must include the following information at a minimum:

- Member Name
- Member Identification Number
- Date of Birth
- Insurance Carrier
- Group, Site and COC Numbers
- Provider Name and Title
- Federal Tax Identification Number
- Location at which the services were provided
- Date(s) of Service
- Place of Service Code
- DSM-IV Diagnosis
- CPT/HCPCS
- Revenue Code
- Rates/Charges
- Authorization number

The following are additional requirements for claims submission to PsychHealth, Ltd.:

- All claims for services rendered must be submitted to PsychHealth, Ltd. on a completed CMS1500 Form or UB92 Form or equivalent.
- ICD-9 Coding and CPT-IV Coding must be utilized.

Member co-payments are to be collected by the provider at the time of services rendered. PsychHealth, Ltd. will deduct co-payments from the rate of reimbursement when processing claims. *Under no circumstances is a member responsible for any payment beyond the specified plan co-payment*