

# Commitment to Communication

From your Provider Relations team.



2 Executive Park Drive • Bedford, NH 03110

## CLIA Billing Tip Sheet

PRODUCT ELIGIBILITY	COMMON DENIALS	CLAIM FORM INSTRUCTIONS
<p><b><u>NH Healthy Families</u></b></p> <p><b><u>Ambetter from NH Healthy Families</u></b></p>	<p><b>Denial EXc1</b>-Invalid CLIA number</p> <ul style="list-style-type: none"> <li>Missing CLIA number</li> <li>CLIA number is not in the correct format</li> </ul> <p><b>Denial EXc2</b>-Procedure not allowed for CLIA certification type</p> <ul style="list-style-type: none"> <li>Procedure code was billed with the QW modifier, but the code does not qualify as a CLIA waived test.</li> <li>QW modifier is missing on a test that is CLIA waived</li> </ul> <p><b>Rejection B5</b>- The CLIA number is missing, incomplete or invalid</p> <ul style="list-style-type: none"> <li>CLIA information will need to be corrected and a new claim submitted</li> </ul>	<p>CMS-1500</p> <ul style="list-style-type: none"> <li>Use box 23 to note the CLIA certification or waiver number</li> <li>Utilize the QW modifier for all CLIA waived services</li> </ul>

- The CLIA number is a 10 digit long number and certain positions within the 10-digit numbered system contain information such as:
  - The state code which represents the lab's physical location
  - The CLIA system assigned number that identifies the laboratory. This number is unique and no other laboratory shares the same information.
- CLIA waived laboratory codes must be billed with Modifier QW
  - Please refer to [CMS.gov](https://www.cms.gov) for the most current list of all CLIA waived services

NH Health Families Resources:

[Payment Policy](#)  
[Billing Manual](#)

Ambetter from NH Healthy Families

Resources:  
[Billing Manual](#)

*\*This policy does not apply to independent pathologists rendering the professional component of a laboratory service.*

1-866-769-3085 (NH Healthy Families)  
1-844-265-1278 (Ambetter)  
TDD/TTY: 1-855-742-0123

[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)  
[ambetter.nhhealthyfamilies.com](https://www.ambetter.nhhealthyfamilies.com)