

To: Medi-Cal and Cal Medi-Connect Network Participants

From: Manuel T.G. Enriquez *Manuel T.G. Enriquez*
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Subject: New revised claim submission process for incontinence and other medical supply products

We are pleased to announce an update to Blue Shield of California Promise Health Plan systems which will enable providers to easily submit electronic claims and encounters for medically necessary incontinence products and other medical supply products for Medi-Cal and Cal MediConnect members, using Uniform Commercial Codes (UCCs) and other Product/Service ID codes, in addition to National Drug Codes (NDCs).

What changed? Since August 1, 2020, the Department of Health Care Services (DHCS) has allowed the submission of Product/Service ID codes for claims and encounters applicable to Medi-Cal and Cal MediConnect members. To align with DHCS requirements, we updated our Electronic Data Interchange (EDI) channel to allow additional Product/Service ID qualifiers and codes for submission in the 2410 loop.

This change is only applicable to PROFESSIONAL (837P) services. For institutional (837I) claims and encounters, the 2410 loop will only accept the N4 National Drug Codes.

Product/Service ID qualifiers and codes now accepted:

Qualifiers	Codes
EN	European Article Number (EAN)/Uniform Commercial Code (UCC) 13-digit codes
EO	European Article Number (EAN)/Uniform Commercial Code (UCC) 8-digit codes
HI	Health Industry Bar Code (HIBC)
ON	Customer Order Number
UK	GTIN 14 - Digit data structure
UP	Uniform Commercial Code (UCC) 12-digit codes
N4	National Drug Code (NDC) 11-digit codes

Instructions:

- Submit Product/Service ID **qualifiers** in the LIN02 of the 2410 loop.
- Submit Product/Service ID **codes** in the LIN03 when the LIN02 is one of the qualifiers noted above.
- Report the product **quantity** in the CTP04 segment of the 2410 loop.
- Report the **unit of measure** in the CTP05-1 segment of the 2410 loop.

Please begin submitting claims and encounters for incontinence and other medical supply products electronically, following the instructions above. Our goal is to reduce the need to submit paper claims or include notes (NTEs) in electronic claims and encounters, to streamline the submission and approval processes.

Should you have any questions about using Product/Service ID qualifiers and codes, please contact Provider Services at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.