

INDIAN HEALTH SERVICES (IHS) - BILLING

Indian Health Services is the federal health program for American Indians and Alaskan Natives. This document outlines the process for billing, adjusting claims and following up with Indian Health Services (IHS).

Claims

- All UB04 and HCFA/1500 claims are sent to IHS paper.
 - If claims in the Cirius system errors for missing or incorrect ID#, use the patient's social security number as the patient's ID#.



Purchase Order (PO)

The PO must be obtained prior to sending the claim to Fiscal Intermediary for payment. To receive a PO, follow the steps below:

Step 1: Send paper claim to the patient's contract health home plan.

- The contract health plan should send the three page PO back to the facility.



Link [Indian Health Services \(IHS\) - Contact Information](#)

Step 2: Once the PO is received, mail the white copy marked "Original - Finance", along with a copy of the claim to Fiscal Intermediary to the address below.

IHS/CHS Fiscal Intermediary

PO BOX 13509

Albuquerque, NM 87192-3509



Note

If the patient's contract health home plan does not send the PO, but a PO is on file, order a claim and enter the PO# in form locator/box 63 (Treatment Authorization Code) in Cirius Prebill. Send paper claim to Fiscal Intermediary.

Step 3: Mail the yellow copy marked "Copy 2 – CHSO" along with the UB/1500 to the patient's contract health home plan.

- Check the notes or Branch B – Billing Revisions for home plan contract information.

Step 4: Scan the white copy marked "Copy 1 – Data Processing" to the patient's account in EMC WebXtender (OTG).

Follow Up

- Once a PO has been received and a claim has been sent to Fiscal Intermediary, call (800) 225-0241 for claim status.



Note The PO# must be on file in order to receive claim status.

Payment and Adjustment

- Any payment amount that is received from Indian Health is considered “payment in full”.
- Once a payment is received, verify the following on the explanation of benefits:
 - Payment was posted to the correct account.
 - Date of service.
 - Billed amount.
- Adjust the remaining balance to **3768** (Indian Services).



Note If the PO# is not obtained from the Service Center or Area Office, try to obtain their fax number to fax the claim. If still unsuccessful, contact the Fiscal Intermediary for assistance. If all attempts to obtain the PO# are unproductive, as a **last resort**, a bill may be sent to the patient. However, all efforts must be **well documented**.