

Parkland Community Health Plan

Acceptable and Not acceptable as an MSRP/Invoice

Acceptable documentation for MSRP or Invoice for those services requiring manual pricing are as follows:

- Documents must be submitted on paper with the initial claim submission or with a corrected claim.
- Document must be clearly labeled as an MSRP (retail pricing) or Invoice by the supplying company and include the following:
 - Name of company supplying the item clearly marked on the document
 - Date of MSRP or Invoice clearly marked and within at least 2 years of the Date of Service on the Claim
 - If more than one code on the claim requires manual pricing then the MSRP or Invoice must be clearly marked with the CPT code billed and the Claim Line in order to match the document to the claim submission

Unacceptable documents for MSRP or Invoice for those services requiring manual pricing are as follows:

- MSRP or Invoice submitted with an Appeal ONLY is not acceptable proof of correct claim submission
- Documents greater than 2 years of the Date of Service on the Claim
- Documents that are unreadable
- “Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form”
- Documents labeled as “Quote” or “Estimate”
- Documents that are typed on billing company letter and do not contain proof of pricing per company supplying the item
- Documents labeled as “Delivery ticket”