

## APPENDIX H: Cover sheets for backup documentation

Use cover sheets when submitting backup documentation to a claim, backup documentation to an authorization, or sending information to provider enrollment. Cover sheets help HCA quickly match backup documents to claims submitted using Direct Data Entry (DDE) or by batch submission.

**These cover sheets are necessary when mailing in backup documentation without the original claim or prior authorization form.**

While performing tasks in ProviderOne, the system will sometimes prompt the user to print a cover sheet. For example, when clicking the “submit claim” button while entering a DDE claim, the system will display a pop up box asking if you want to send backup documentation. By clicking on the “OK” button, ProviderOne will go directly to the document submission cover sheet page.

There are also additional cover sheets to use when sending documentation to HCA. Go to the [document submission cover sheet](#) webpage, and click on the document hyperlink for the cover sheet you want to use. Below is a list of forms to use and a description of their purpose (forms that apply to pharmacies only are not listed).

Cover Sheet Name	When would it be used?
Provider Information update request	HCA routinely asks providers to provide new or updated information such as copies of licenses, etc. Use this cover sheet in those instances when an already established provider is sending new or updated information to attach to the provider record.
Provider EFT form	Use this form when the provider is submitting the Electronic Funds Transfer form (EFT).
Dental claim attachments (ADA 2006)	Use this cover sheet when mailing or faxing backup documentation required for a dental claim. The TCN from the claim is required to use this form.
Institutional claim attachments (UB-04)	Use this cover sheet when mailing or faxing backup documentation required for an institutional claim. The TCN from the claim is required to use this form.
Professional claims (CMS-1500)	Use this cover sheet when mailing or faxing backup documentation required for a professional claim. The TCN from the claim is required to use this form.
ECB attachments	Use the Electronic claims backup (ECB) cover sheet when a claim is submitted via batch or DDE through the ProviderOne portal. If submitting batch, attaching electronic supporting documentation is not possible at this time. If submitting claims through DDE, you may submit electronic supporting documents using the browser. When submitting documentation in this method, there is no need for paper documentation.
Prior authorization pend forms	Use this form when submitting the supporting documentation for a prior authorization (PA) request in pended status. You must use the authorization number in order to use this cover sheet.
CPA 08-048	Use this cover sheet when submitting a signed Core Provider Agreement (CPA) to HCA.
Provider enrollment supporting documents	Use this cover sheet when submitting a provider enrollment application and any documents that support an enrollment application.

After choosing the appropriate form, the provider must fill in pertinent information (such as TCN, Client ID, PA ID, Rx Authorization number, etc.). Once the required information is entered into the form, click “enter” and a barcode will be generated. Then print the completed form by clicking on the PRINT button (NOT: File/Print). Do not make any modifications to these forms other than filling out the required information and generating the barcodes. The barcode contains critical information that helps HCA link the supporting documents to the originals in ProviderOne. After printing the completed form, attach it to the supporting documentation and submit by fax (1-866-668-1214) or by mail to:

ELECTRONIC CLAIM BACKUP DOCUMENTATION  
PO BOX 45535  
OLYMPIA WA 98504-5535

A few tips about cover sheets:

- Submit a separate cover sheet for each claim number (TCN) or client authorization that requires backup.
- If faxing multiple requests, make sure each request has its own cover sheet.
- When mailing multiple sets of documentation or requests, mail in a single envelope with a cover sheet for each.
- Save the link to the [cover sheets webpage](#) as a “Favorite”, but always use cover sheets printed from the website to make sure you have the most current version. Do not save and re-use them. Each cover sheet has barcodes generated specific to each claim or request.
- Do not use a cover sheet when submitting a prior authorization form.

**Note:** When filling out the cover sheet, be sure to fill in all of the fields with information:

- Do not add a zero to any field if the information for that field is not available when filling out the cover sheet. Obtain the information, then fill in the fields and print.
- Do not hand write on the cover sheet after printing.
- Do not save the cover sheet for reuse. Each cover sheet is specific to each document sent to the agency.
- Do not use any software other than Adobe for opening and generating the cover sheet. The barcode used to link documents will not work properly using other software.