

APPENDIX H: Cover sheets for backup documentation

Use a cover sheet when submitting backup documentation to a claim or an authorization. Cover sheets help HCA quickly match backup documents to claims submitted using Direct Data Entry (DDE) or by batch submission. Backup documentation for claims can be faxed or mailed, however supporting documentation for prior authorization requests must be faxed.

These cover sheets are necessary when submitting 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.

On the [document submission cover sheet](#) webpage, 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? |
|--------------------------------|--|
| Claim attachments | Use this cover sheet when mailing or faxing backup documentation required for a dental, institutional, or professional claim. The TCN from the claim is required to use this form. |
| 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. Backup information to support prior authorization requests must be faxed. |

After choosing the appropriate cover sheet, the provider must fill in pertinent information such as TCN or Client ID. Once the required information is entered into the form, click “enter” or click outside of the field, 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 (**only for prior authorization requests**) to 1-866-668-1214 or by mail to:

Heath Care Authority
 RE: Cover sheets and 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.

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- If faxing multiple requests, make sure each request has its own cover sheet.
- When mailing multiple sets of documentation for claims, 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 an initial prior authorization request, if submitting using the 13-835 General Information for Authorization.

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.