Tips for using the HRSA portal

Registering Patients:

- Register the patient with their identifying information.
- Within 24 hrs a temporary member ID will be displayed in the portal (if patient is insured a number will not be issued)
- Attestation that patient is uninsured must be done.
    - A SSN and state of residence, or state identification / driver's license is requested to verify patient eligibility. If a SSN and state of residence, or state identification / driver's license is not submitted, you will need to attest that you attempted to capture this information before submitting a claim and the patient did not have this information at the time of service, or that you did not have direct contact with the patient and thus did not have an opportunity to attempt to capture this information.

    - **If the individual is unable or unwilling to provide their address, please add the address of the facility where the care was provided or other location that may be appropriate (e.g., shelter).

Claims:

- May submit claims for individual patients or via batch billing utilizing the CSV template
- As we are in a Global Pandemic and Public Health Emergency and to promote equitable access to treatment, it is strongly encouraged to not balance bill patients for monoclonal antibody treatment.
- All claims submitted must be complete and final. Corrected claims or voided claims are not accepted.
- Use the new payor ID 95964
    - 2 payor types
        - COVID 19 Uninsured testing & treatment fund (**Providers should use this for monoclonal antibody treatment)**
        - COVID vaccination of uninsured individuals

Billing Codes: Refer to the COVID-19 Monoclonal Antibody Billing Guide located at this link: https://covid19.ncdhhs.gov/media/3459/download?attachment

Resource: https://coviduninsuredclaim.linkhealth.com/patient-details.html