

Clean Claims

Information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare's related policies/procedures, please go to www.uhcprovider.com/

Definitions

Claims are considered “clean claims” when they are properly submitted in a timely manner in the required format and do not require Harvard Pilgrim to investigate, develop or acquire additional information from the provider or other external sources. “Clean claims” do not include a claim from a provider who is under investigation for fraud or abuse. The claims should have no defect, impropriety or particular circumstance requiring special treatment that prevents timely payment from being made, including a need to review medical records or any lack of required, substantiating documentation. All others are deemed “non clean.”

Clean Claim Requirements

The following information is required for a clean claim to be accepted for processing:

- Full patient name
- Patient's date of birth
- Valid and properly formatted member identification number
- Complete service level information
 - Date of service
 - Industry standard diagnosis codes
 - CMS defined industry-standard place of service codes
 - Industry standard procedure codes (e.g., CPT, ICD-10 CM)
 - Charge information and units
- Service provider's name, address and National Provider Identifier (NPI)
- Provider's federal tax identification number (TIN)
- All mandatory fields must be complete and accurate for the claim form submitted; see [Completing a Paper ADA J400 Form](#), [Completing a Paper CMS-1500 Form \(02-12\)](#) and [Completing a Paper UB-04 Form](#). For electronic claims, complete according to the [ASC X12 Health Care Claim: Professional \(837\) and Health Care Claim: Institutional \(837\) guides](#).

Missing or incomplete information will result in a claim being returned to the provider. To satisfy Harvard Pilgrim's filing limit policy, rejected or returned claims must be corrected, resubmitted and accepted by Harvard Pilgrim no later than 90 days from the date of service. (Refer to the [Rejected or Returned Claims Policy](#).)

Payment

Harvard Pilgrim reimburses claims for covered services within an average of 30 calendar days after receipt of a clean claim or in compliance with applicable state laws.

PUBLICATION HISTORY

09/15/16	reviewed policy; administrative edits for clarity
12/01/21	annual review; administrative edits
01/01/23	reviewed; no changes
04/01/24	updated Definitions section with note regarding fraud or abuse
07/17/26	updated URL for Rejected or Returned Claims Policy.