

**Bulletin Number:** MSA 08-38

**Distribution:** Practitioners (Physicians, Advanced Practice Nurses, Physical Therapists, Medical Clinics, FQHC/RHC/THC, Oral Surgeons, Podiatrists, CRNA), CMHSPs, Chiropractors, Dentists, Ambulance, Independent Labs, Medical Suppliers, Orthotists/Prosthetists, Vision, Hearing Centers, Hearing Aid Dealers, Family Planning Clinics, Maternal Infant Health Program, Private Duty Nurses, School Based Services, Hospitals, Home Health, Hospice, Nursing Facilities, and Local Health Departments

**Issued:** September 1, 2008

**Subject:** Statewide Implementation of Claim Documentation EZ Link

**Effective:** October 1, 2008

**Programs Affected:** Medicaid, Children's Special Health Care Services, Adult Benefits Waiver, Plan First!, and other Health Care Programs Administered by MDCH

The purpose of this bulletin is to alert providers to changes being implemented by the Michigan Department of Community Health (MDCH) for the submission of claim documentation.

Effective October 1, 2008, MDCH will launch the statewide implementation of the Documentation EZ Link process. This is an internet based tool to allow providers to submit claim attachments by facsimile or electronically through a secure web portal. The new process will be applicable to professional, institutional, and dental claims filed electronically using the 837 4010A1 format. MDCH will no longer accept paper documentation via mail for any electronic claim.

To connect an electronic claim with documentation submitted through the EZ Link system, the following notation must be included in the Claim Note area within the NTE02 Segment of Loop 2300: "Required documentation was sent via EZ Link". The Note Reference code of "ADD" should be reported in the NTE01 Segment as well. As a reminder, the 837 Implementation Guides for each of the standard transactions must be followed when submitting electronic claims to MDCH. This includes listing the Claim Adjustment Segment (CAS) codes when reporting secondary or tertiary information.

MDCH encourages all providers to take advantage of the efficient Documentation EZ Link system. Benefits include the elimination of preparing and mailing paper claim forms/documentation, faster claim payment, and creating an audit trail for tracking the claim adjudication cycle.

The Documentation EZ Link process will also allow MDCH to communicate directly with providers to resolve claim attachment issues prior to finalizing claim adjudication. Providers will be notified of remaining documentation requirements and given up to 10 days to comply with the request.

Information on training opportunities for Documentation EZ Link is available on the MDCH website at [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders) >> Billing and Reimbursement >> Documentation EZ Link. The website also contains an EZ Link step-by-step instructional guide, Frequently Asked Questions (FAQ), and cover sheets (MSA-001-EZ and MSA-002-EZ) required in the submission process.

## Manual Maintenance

Retain this bulletin until the information has been incorporated into the Michigan Medicaid Provider Manual.

## Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Community Health, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mail at [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov). When you submit an e-mail, be sure to include your name, affiliation, and phone number so you may be contacted if necessary. Providers may phone toll-free 1-800-292-2550.

## Approved

A handwritten signature in black ink that reads "Paul Reinhart". The signature is written in a cursive style with a large initial "P" and "R".

Paul Reinhart, Director  
Medical Services Administration