



## Using the PWK (Paperwork) Segment in PC-ACE

The PWK (paperwork) segment of the American National Standards Institute (ANSI) X12 837P version 5010A1 electronic format allows providers/suppliers to indicate additional documentation for the claim will be submitted to the Medicare Administrative Contractor (MAC) for adjudication of the claim and/or for the medical review process.

The PC-ACE software allows providers/suppliers to create the PWK segment at the claim and/or line level with a control number to be used on both the electronic claim file and the additional documentation sent directly to MAC.

This document is intended as a help guide to enter the PWK control number in the PC-ACE software and is not intended to replace the general help (accessible by the F1 key) or specific item help (accessible by right-clicking or using the F2 key on a specific item) functions, or the PC-ACE User Manual itself. For assistance with questions not covered in this document, please consult the aforementioned PC-ACE help options.

The information in this document is intended to provide the user with enough information to successfully enter claims using medical policy knowledge the user already has. If you have any medical policy questions, please contact the DME MAC Jurisdiction where the claims will be processed.

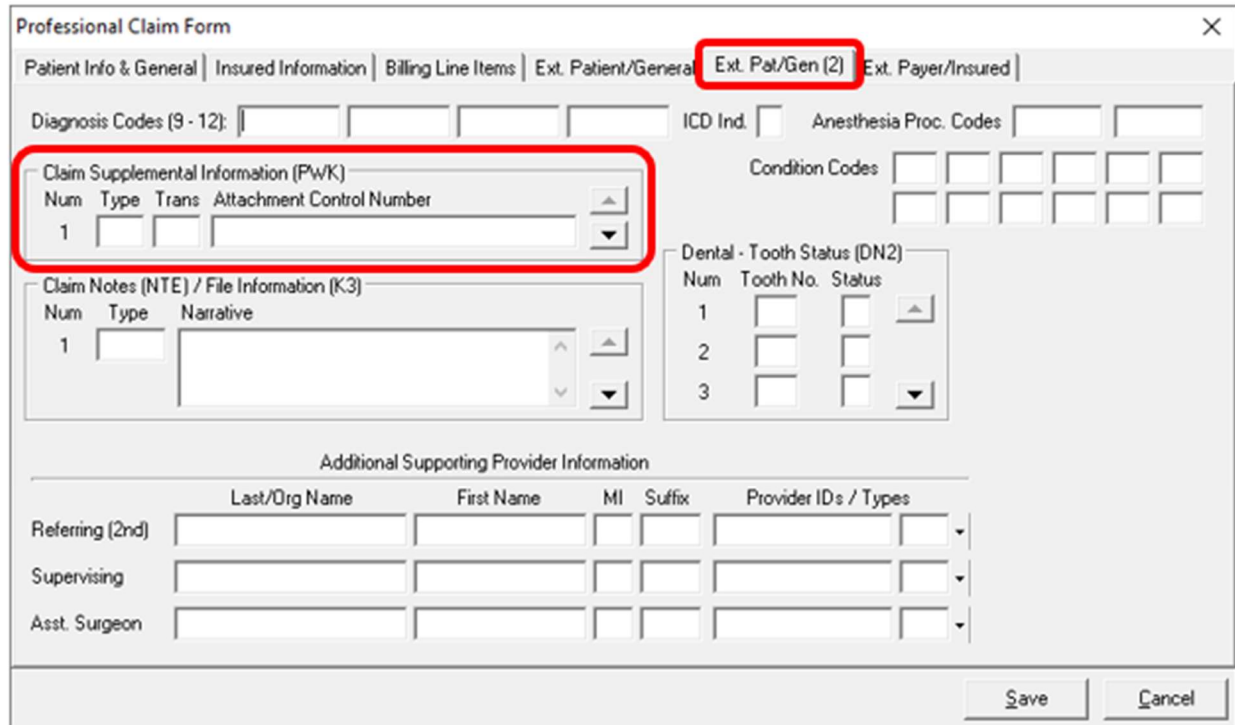
PC-ACE was designed for both Institutional (Medicare Part A/hospital) and Professional (Medicare Part B/office visits and Durable Medical Equipment/DME) billing. Since this is a DME support document, we will not be covering Medicare Part A or Part B functions.

If you have any questions, please contact the CEDI Help Desk at [ngs.cedihelpdesk@anthem.com](mailto:ngs.cedihelpdesk@anthem.com) or at 866-311-9184.

### Claim Level PWK Placement

In the claim form, select the “**Ext. Pat/Gen (2)**” tab.

PWK information will be entered in the **Claim Supplemental Information (PWK)** field indicated below.



**Type:** Attachment Report Type Code (PWK01)

- PWK01 – Report type code (all values in the X12 837P TR3 are valid)

**Trans:** Attachment Transmission Type Code (PWK02)

- PWK02 –
  - Enter “BM” if sending additional documentation by mail.
  - Enter “EL” if sending additional documentation electronically via esMD using the X12 275 transaction.
  - Enter “FT” if sending additional documentation electronically via esMD using XDR specification.
  - Enter “FX” if sending documentation by fax.

**Attachment Control Number:** Attachment Control Number (PWK06)

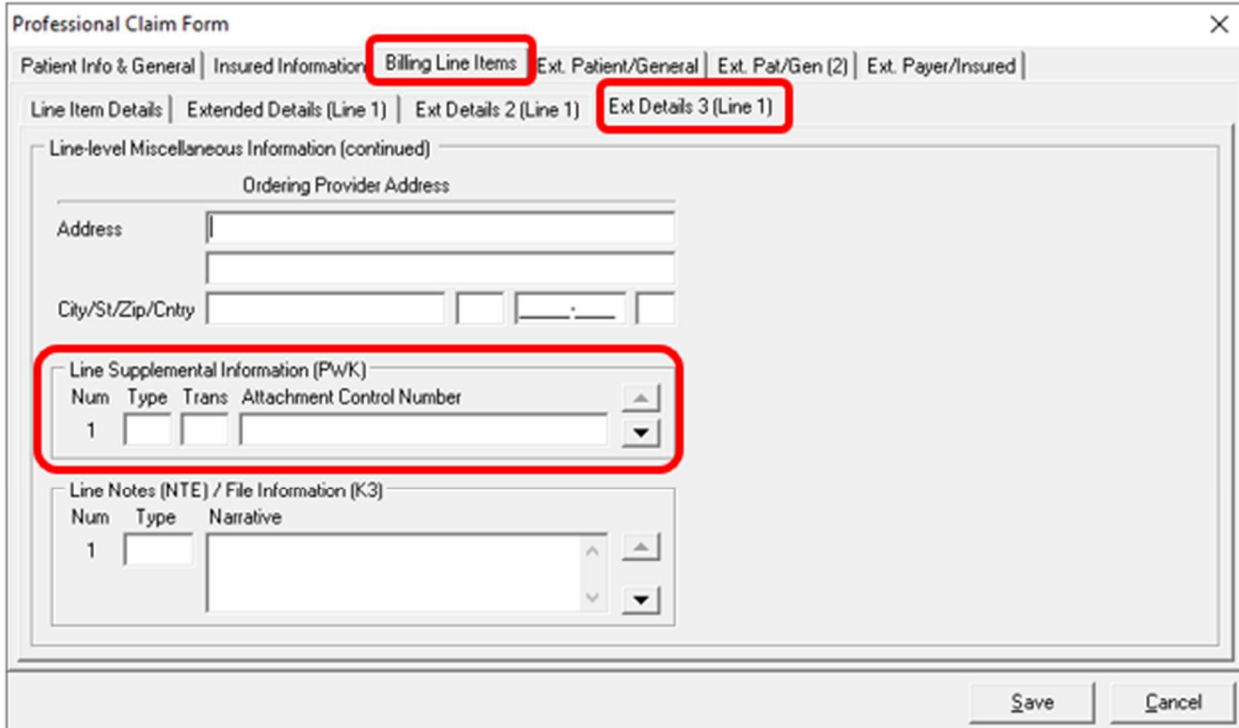
- PWK06 – The Attachment Control Number (ACN) entered into PC-ACE must match the ACN submitted with the additional documentation.

### Line Level PWK placement

In the claim form, select the “**Billing Line Items**” tab.

Then select the “**Ext Details 3 (Line 'X')**” tab (X indicates the line you wish to send the Attachment Control Number on.)

PWK information will be placed in the **Line Supplemental Information (PWK)** field indicated below.



**Type:** Attachment Report Type Code (PWK01)

- PWK01 – Report type code (all values in the X12 837P TR3 are valid)

**Trans:** Attachment Transmission Type Code (PWK02)

- PWK02 –
  - Enter “BM” if sending additional documentation by mail
  - Enter “EL” if sending additional documentation electronically via esMD using the X12 275 transaction.
  - Enter “FT” if sending additional documentation electronically via esMD using XDR specification.
  - Enter “FX” if sending documentation by fax.

**Attachment Control Number:** Attachment Control Number (PWK06)

- PWK06 – The Attachment Control Number (ACN) entered into PC-ACE must match the ACN submitted with the additional documentation.

## **Submitting the Additional Documentation**

The additional documentation may not be submitted to the DME MAC prior to the submission of the electronic claim.

To submit the additional documentation referenced in the PWK segment on the electronic claim by fax, mail, or esMD, contact the appropriate DME MAC to obtain their PWK Fax/Mail/esMD cover sheet. After the claim has been accepted electronically, complete the cover sheet and send all relevant additional documentation at the same time to the DME MAC (using the fax number or mailing address on the cover sheet, or via the esMD system). If a claim was submitted with multiple PWK iterations, all PWK data for the claim must be submitted together under one cover sheet.

For more information on submitting additional documentation to the DME MAC through esMD, contact the appropriate DME MAC. (Note: CEDI does not support esMD or the X12 275 transaction.)

The additional documentation will only be reviewed if the DME MAC system automatically suspends the claim for review. A claim will not automatically suspend for review based solely on the presence of the PWK segment on the electronic claim, or based on receipt of additional documentation.