Clinical Laboratory Improvement Amendments (CLIA) Accreditation

Guidance for submitting CLIA claims

Providers who participate with Carolina Complete Health and perform lab testing, whether independent or inside a provider office, must be Clinical Laboratory Improvement Amendments (CLIA) accredited.

Requirements for laboratory accreditation are contained in the Comprehensive Accreditation Manual for Laboratory and Point-of-Care Testing (CAMLAB).

How to submit a CLIA Claim

You can submit a claim one of 3 ways:
1. **Paper**
   - Complete Box 23 of a CMS-1500 form with CLIA certification or waiver number as the prior authorization number for those laboratory services for which CLIA certification or waiver is required.

2. **Through EDI**
   - If a single claim is submitted for those laboratory services for which CLIA certification or waiver is required, report the CLIA certification or waiver number in: X12N 837 (HIPAA version) loop 2300, REF02. REF01 = X4

Or

   - If a claim is submitted with both laboratory services for which CLIA certification or waiver is required and non-CLIA covered laboratory test, in the 2400 loop for the appropriate line report the CLIA certification or waiver number in: X12N 837 (HIPAA version) loop 2400, REF02. REF01 = X4

3. **On the Provider Portal**
   - Complete Box 23 with CLIA certification or waiver number as the prior authorization number for those laboratory services for which CLIA certification or waiver is required.

Important Note if you are Resubmitting a CLIA Claim

- When a claim is resubmitted, **all** the original claim information needs to be included.
- When you resubmit a claim, **you must enter in the CLIA number again**. The CLIA number will not transfer over automatically.

Reminder

- Provider data, including CLIA number, should be up to date in NCTracks.
  - NCTracks is the "system of record" for provider enrollment data, which is then shared with health plans to inform contracting and provider directories. For more details, see the Provider Enrollment Data Education guide.

- For additional information, review the CCH Billing Manual and Provider Manual.