

Timely Filing Requirements

Claims and Billing Guide

As of July 1, 2023, Carolina Complete Health updated the timely filing deadline for first-time claims.

Timely Filing Requirements

Effective July 01, 2021, through June 30, 2023, dates of service

Providers must submit all first-time claims for reimbursement no more than one hundred eighty (180) calendar days from the Date of Service, or in the case of a health care provider facility, within one hundred eighty days after the date of the member's discharge from the facility.

Effective July 01, 2023, and after dates of service

Contracted and Healthy Opportunities Pilot (HOP) Providers must submit all first-time claims for reimbursement no more than three hundred sixty-five (365) calendar days from the Date of Service, or in the case of a health care provider facility, within three hundred sixty-five (365) days after the date of the member's discharge from the facility.

Timely Filing

Initial Filing (Contracted and HOP Providers)	365 calendar days from the date of service (Professional) or date of discharge (Hospital)
Initial Filing (Non-contracted providers)	180 calendar days from the date of service (Professional) or date of discharge (Hospital)
Coordination of Benefits (COB) when CCH is secondary payer	365 calendar days from the primary payer's determination. View our Provider Guide for Coordination of Benefits Entry Walkthrough (PDF) for additional instruction.
Claims Corrections	365 calendar days from the date of service to file a timely corrected claim
Claims Reconsideration (Level I)	365 calendar days from the date of the EOP or ERA
Claims Grievance (Level II)	30 calendar days from the date of the EOP or ERA

Where can I find more details?

- For more information, please see the [NCDHHS Provider Playbook Prompt Payment Fact Sheet \(PDF\)](#) and the [CCH Billing Manual](#).

Last Revised: January 3, 2024

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Support

Please view the Provider section of our website at network.carolinacompletehealth.com for additional tools and resources. You may also contact the [Provider Network Support Specialist Team](#) directly via Email at NetworkRelations@cch-network.com, or contact Provider Services for assistance at **1-833-552-3876 (TTY 711)**.

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