



Results of Survey on Usage of 1500 Form

November 2017

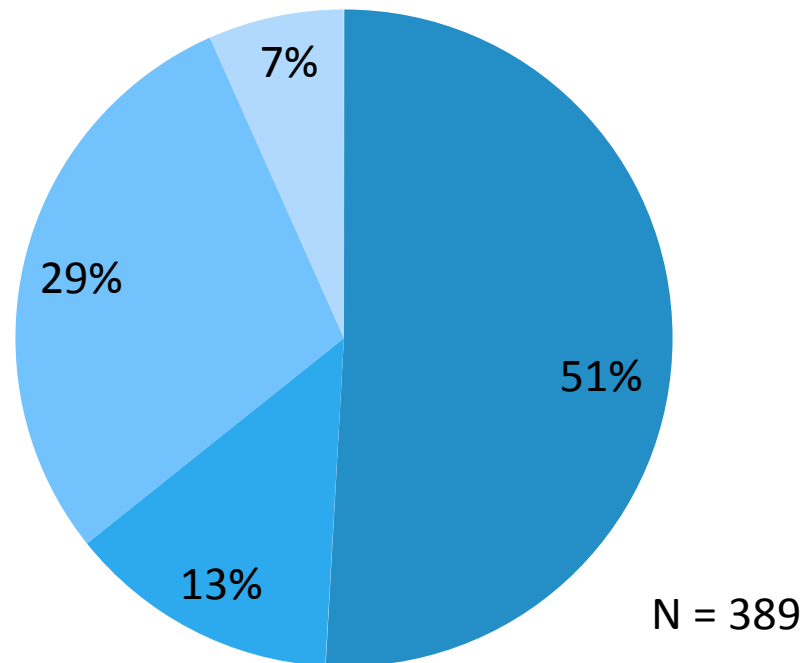
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Survey Details

- Purpose of survey: Gather information on current usage of the 1500 Form, both paper and print image, to use in general work on the 1500 Form and instructions
- Launched Oct 10, 2017 – closed Nov 20, 2017
- Distributed via NUCC constituents, industry listservs, and posted to NUCC website
- Survey defined “1500 Form” as “claims that are entered directly onto the paper form and forms that are created using an electronic template of the 1500 Form”

Which of the following best identifies your type of organization?

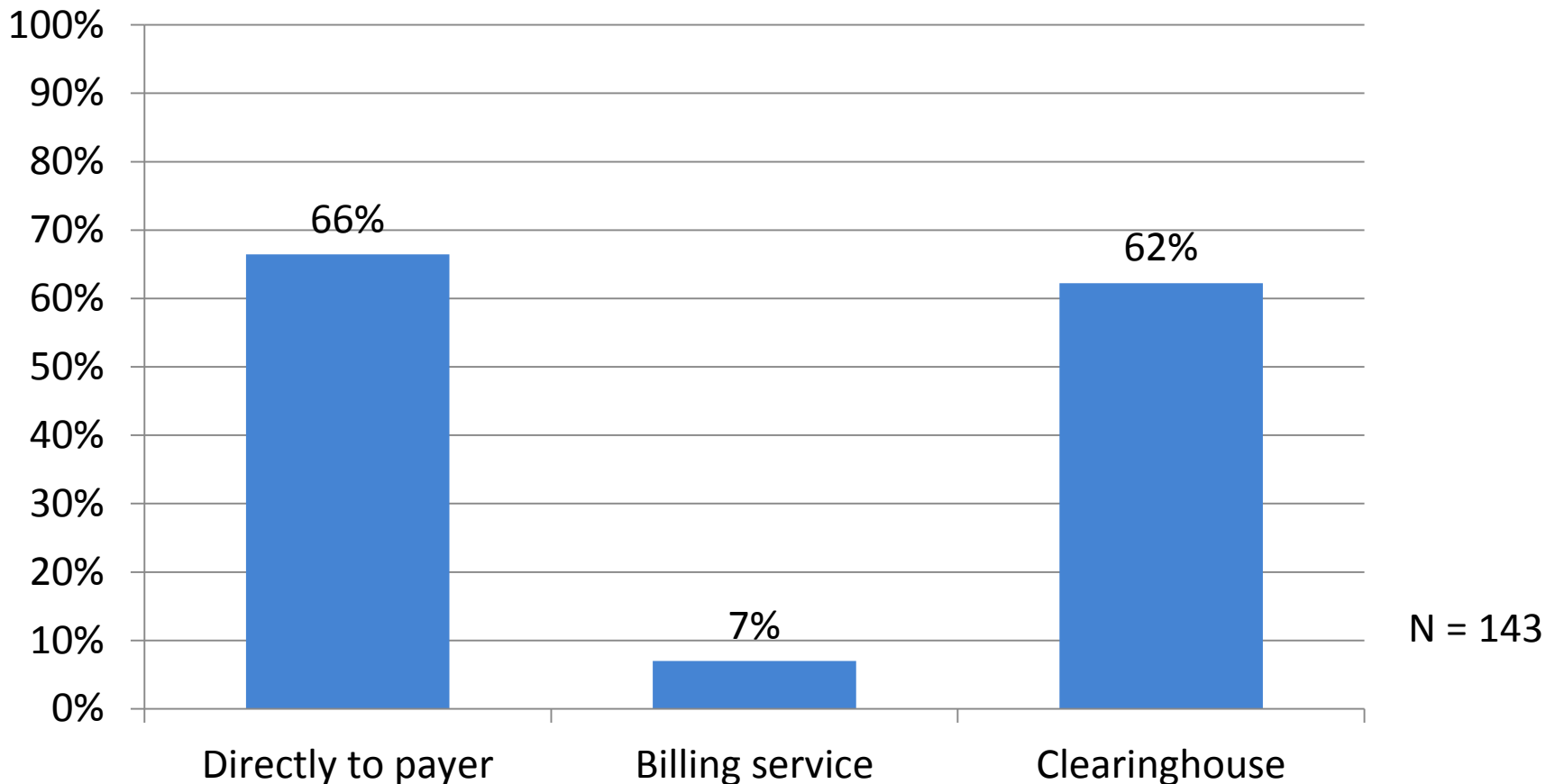
■ Provider ■ Billing Service ■ Payer ■ Clearinghouse



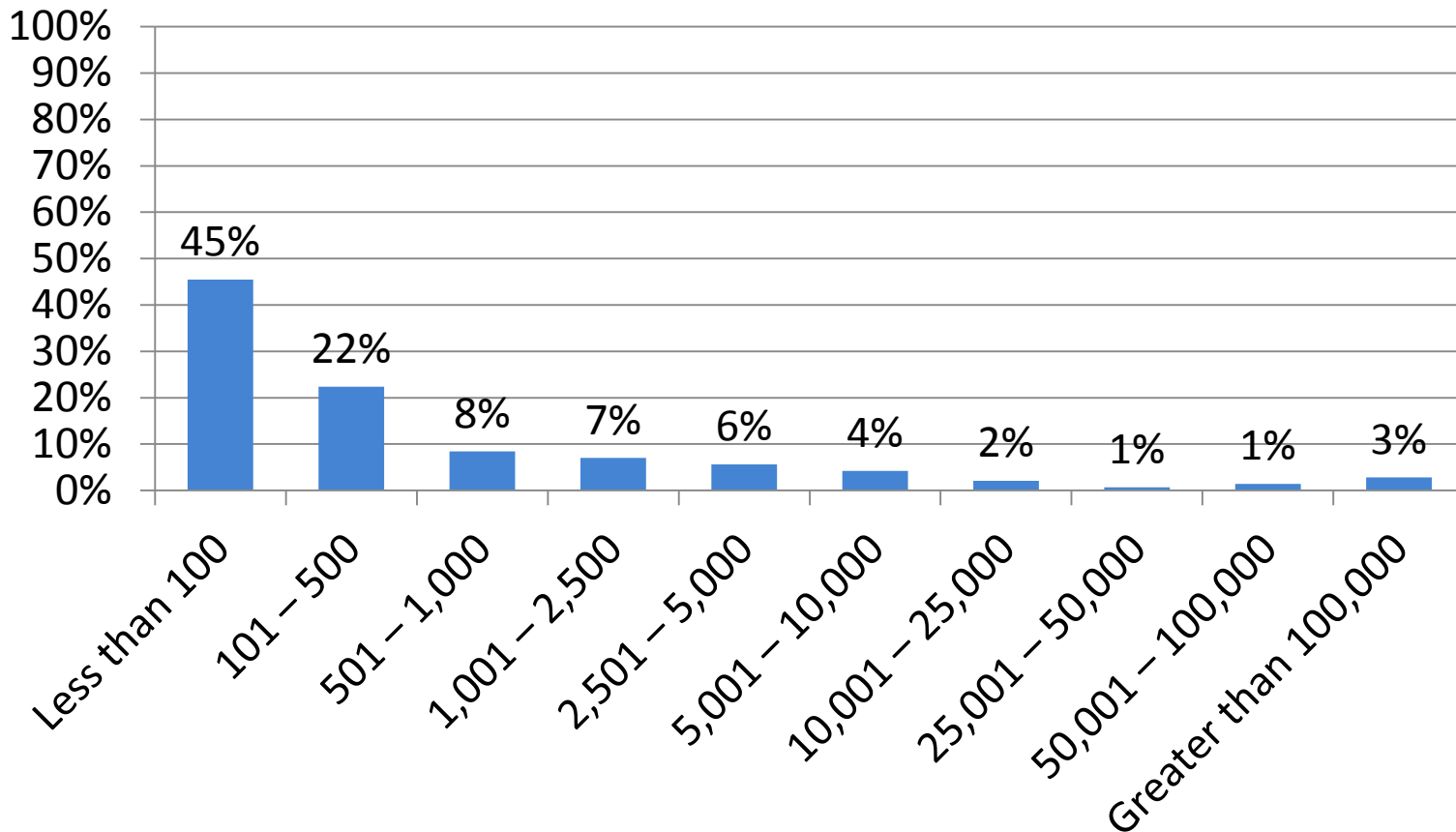
Provider Results

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Provider: How do you submit claims for reimbursement? Choose all that apply.

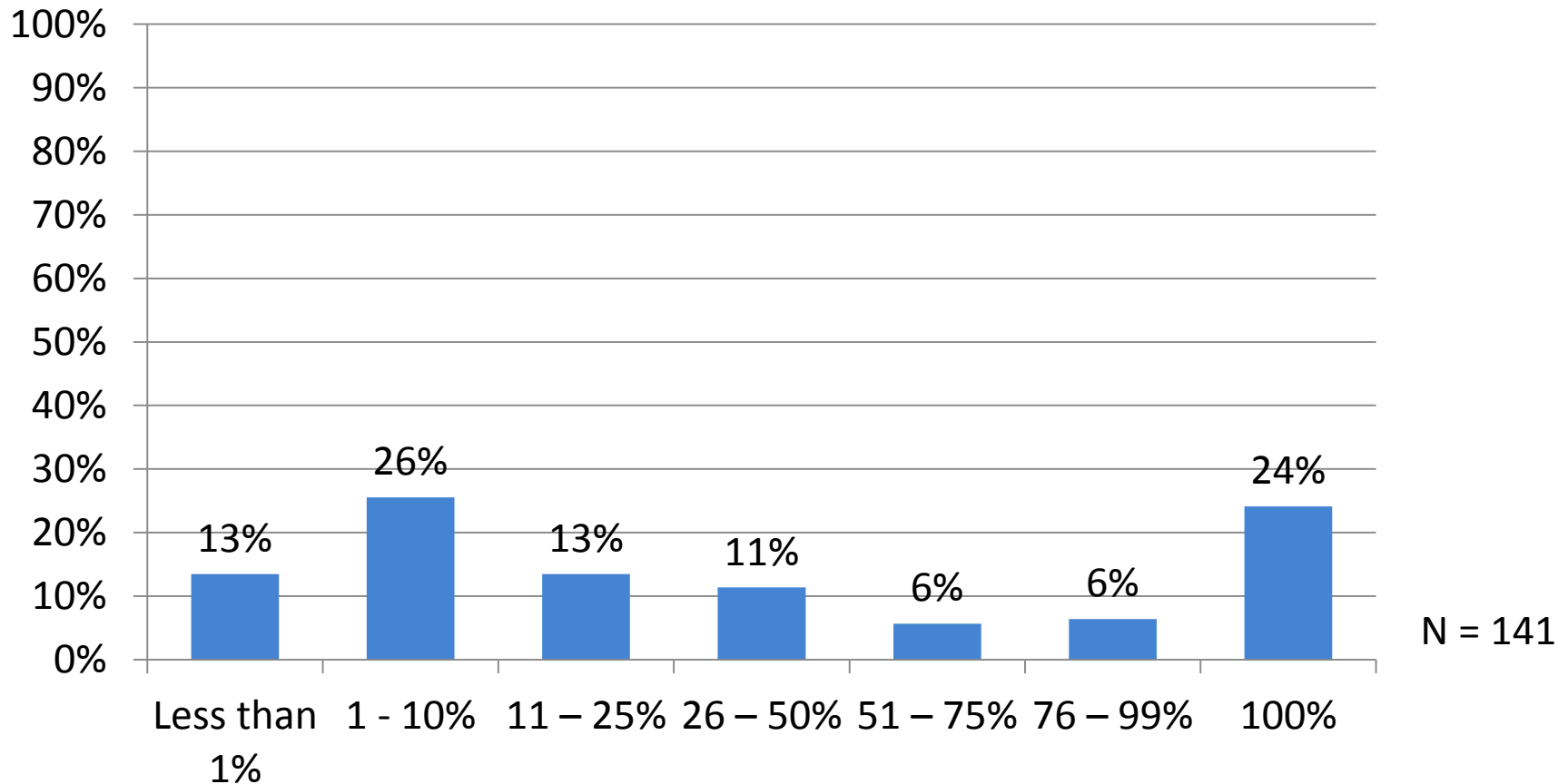


Provider: How many claims do you submit per month using the 1500 Form?

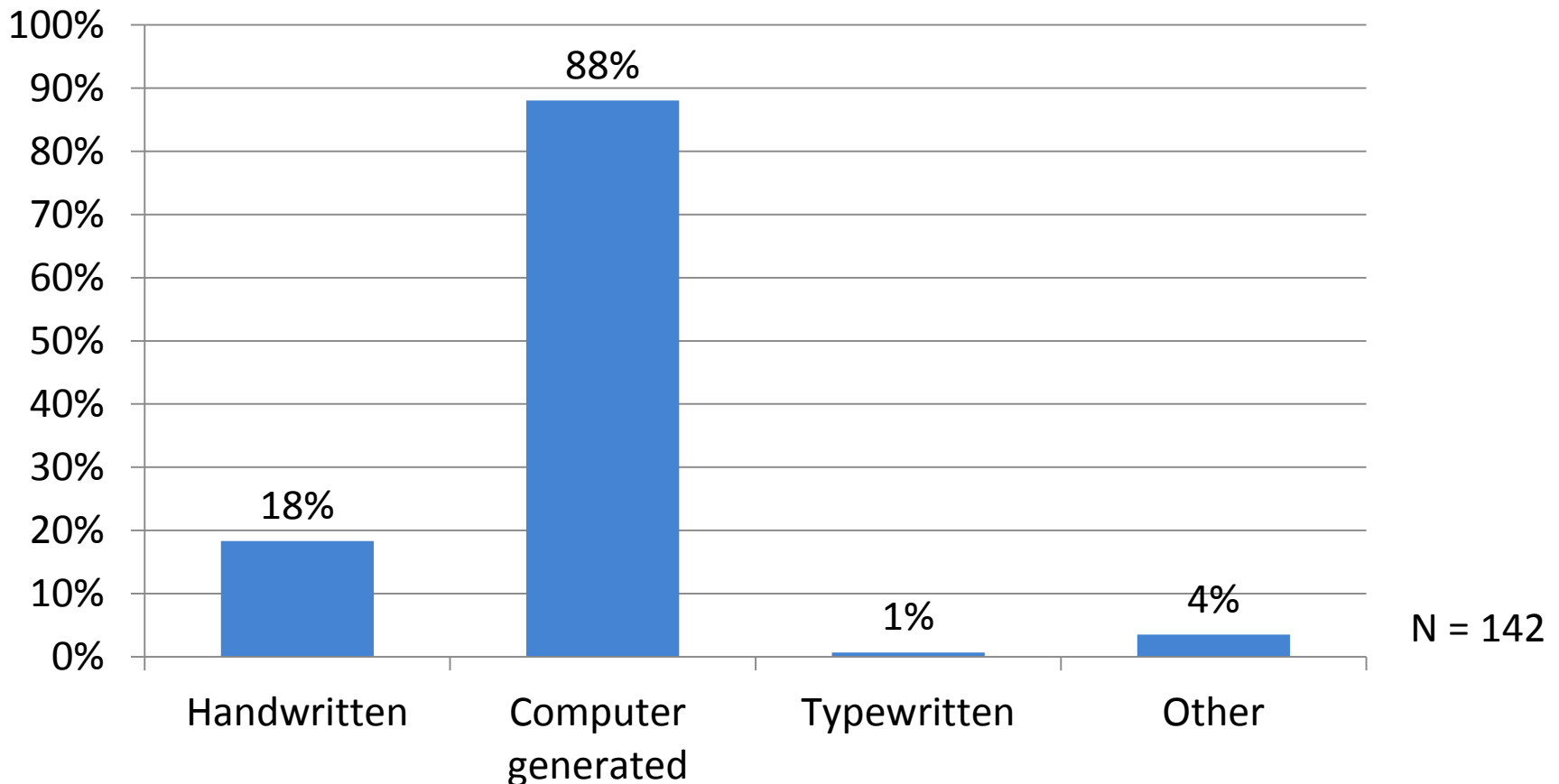


N = 143

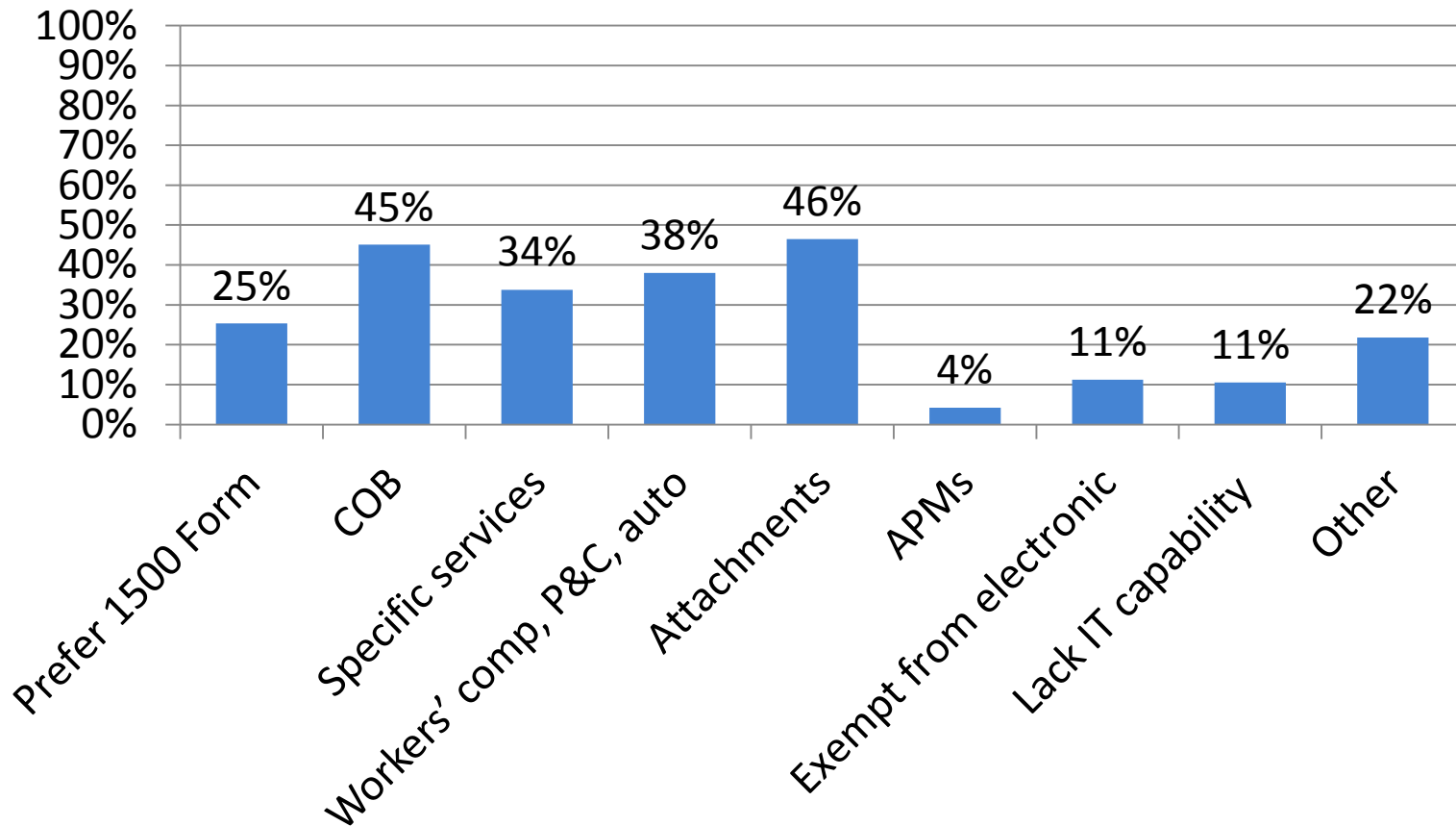
Provider: What percentage are submitted using the 1500 Form compared to the total number submitted?



Provider: How do you complete the 1500 Form? Choose all that apply.



Provider: Why do you use the 1500 Form to submit claims? Choose all that apply.



N = 142

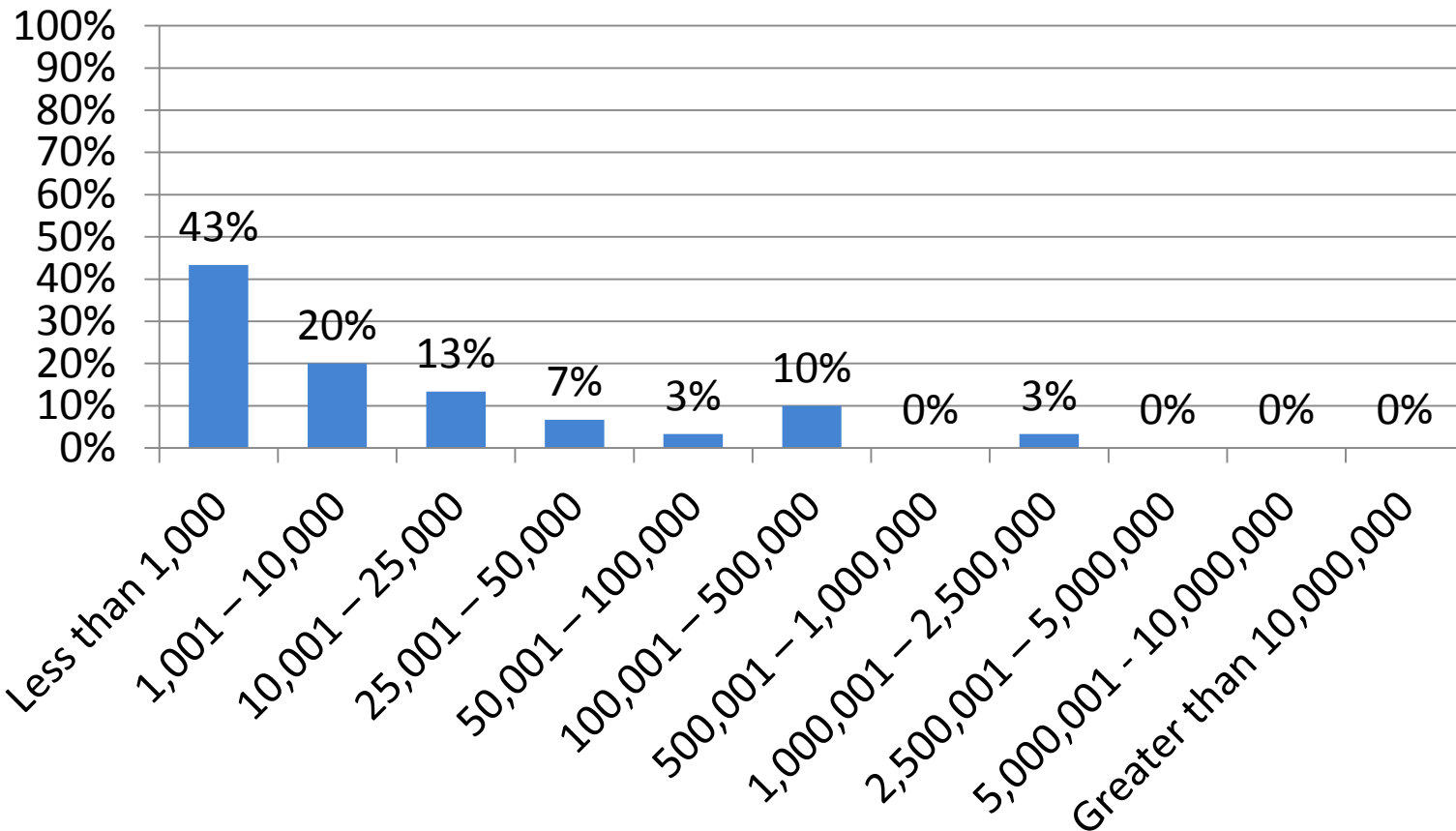
Conclusions of Provider Responses

- Based on the respondents:
 - Majority submit 500 or less 1500 Forms (67% = combining “less than 100” and “101 – 500”)
 - Top responses for “percent of total claims” were “1 – 10%” (26%) and “100%” (24%)
 - Majority of 1500 Forms are computer generated, although 18% are handwritten
 - Top 4 reasons for submitting 1500 Forms
 - COB
 - Specific services
 - Workers’ comp, P&C, auto
 - Attachments

Billing Service Results

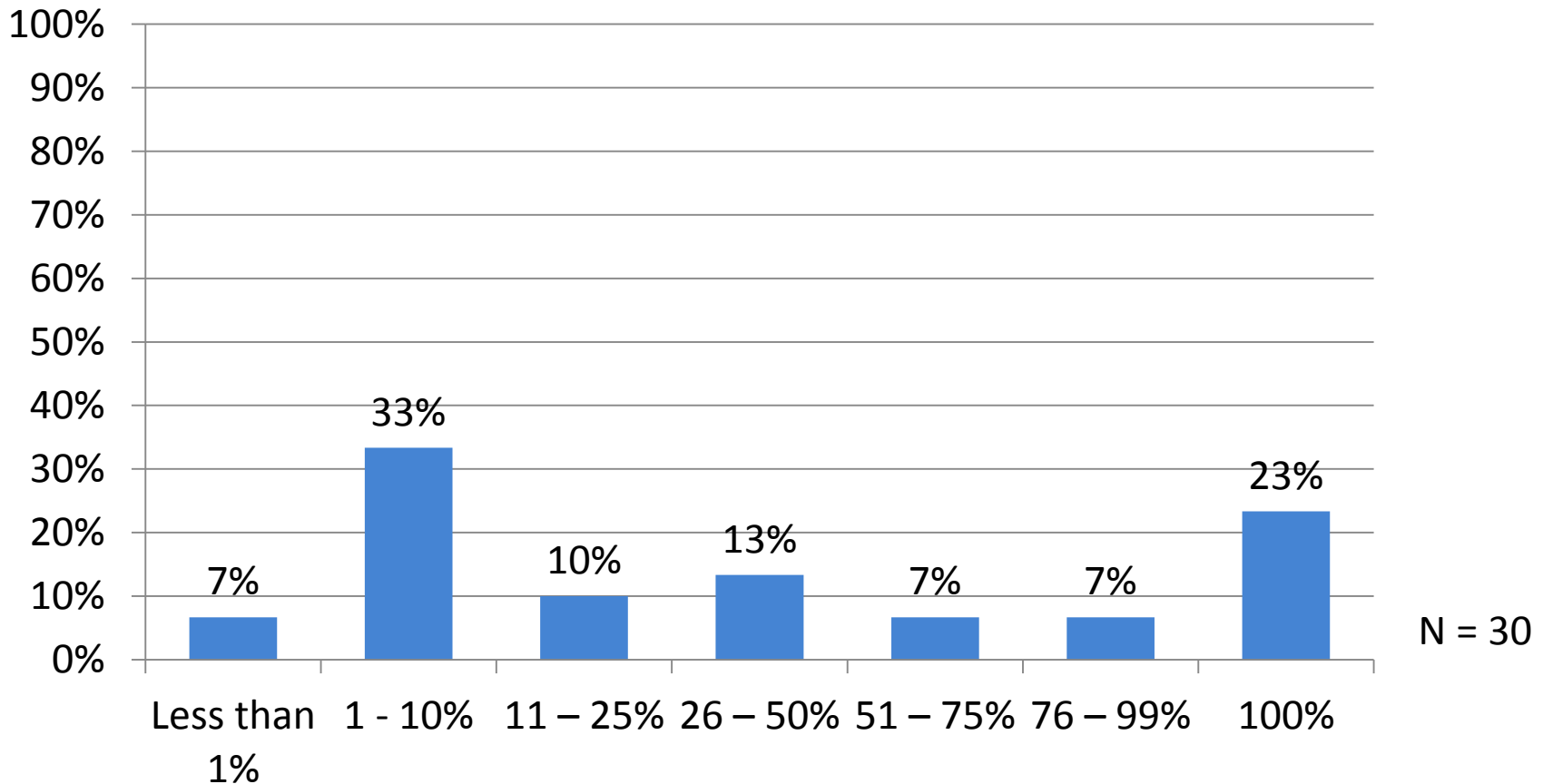
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Billing Service: How many claims do you submit per month using the 1500 Form?

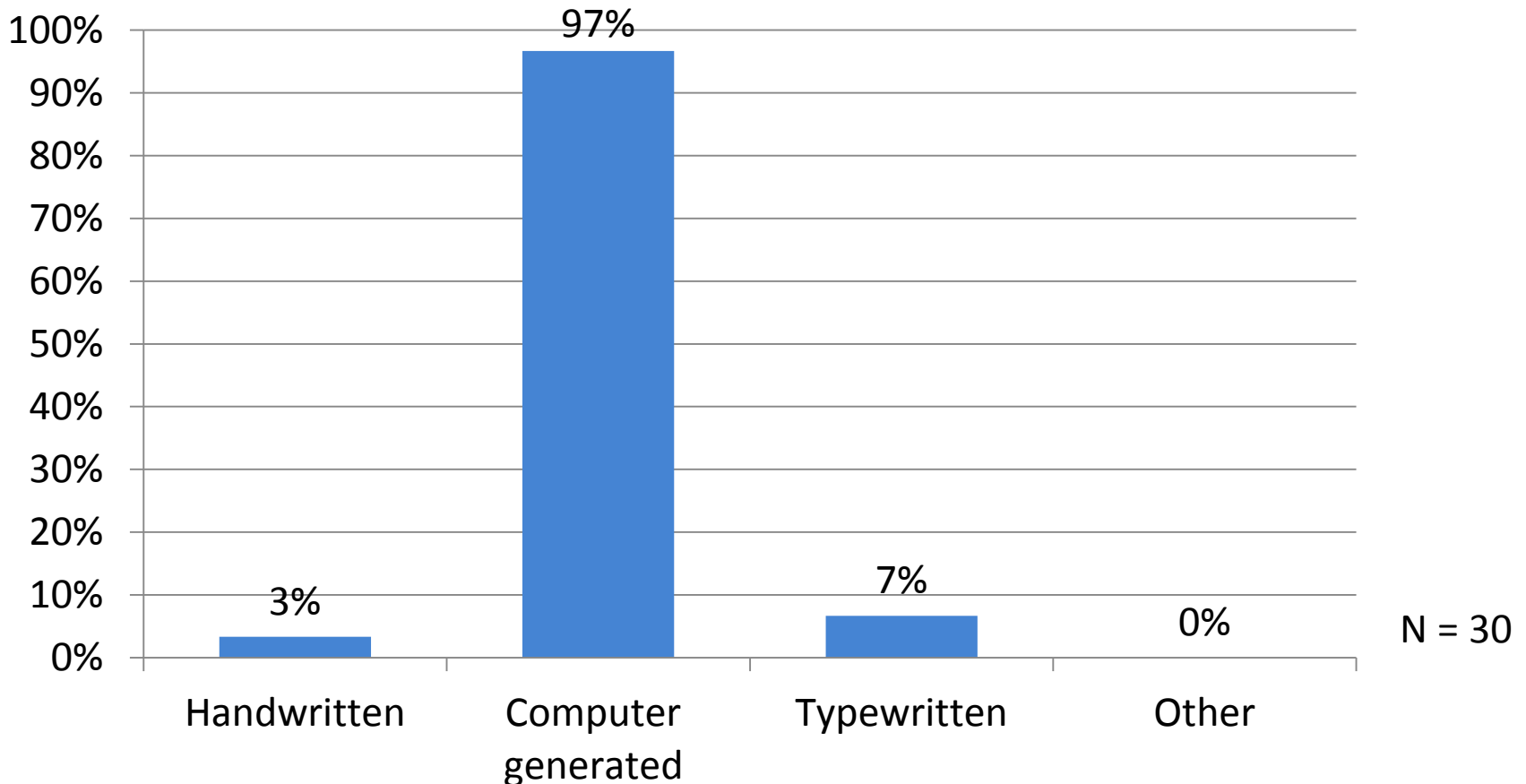


N = 30

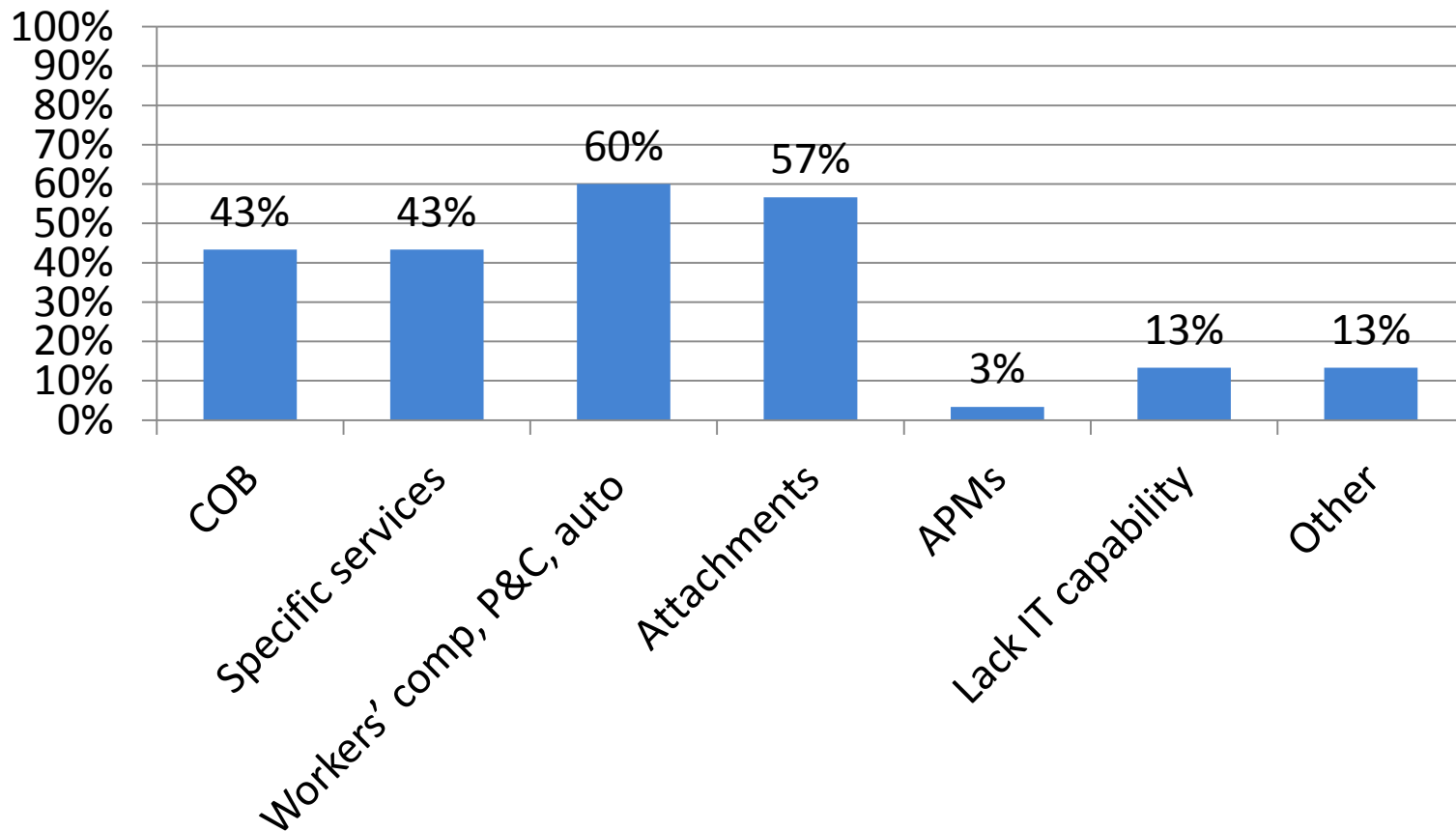
Billing Service: What percentage are submitted using the 1500 Form compared to the total number submitted?



Billing Service: How do you complete the 1500 Form? Choose all that apply.



Billing Service: Why do you use the 1500 Form to submit claims? Choose all that apply.



N = 30

Conclusions of Billing Service Responses

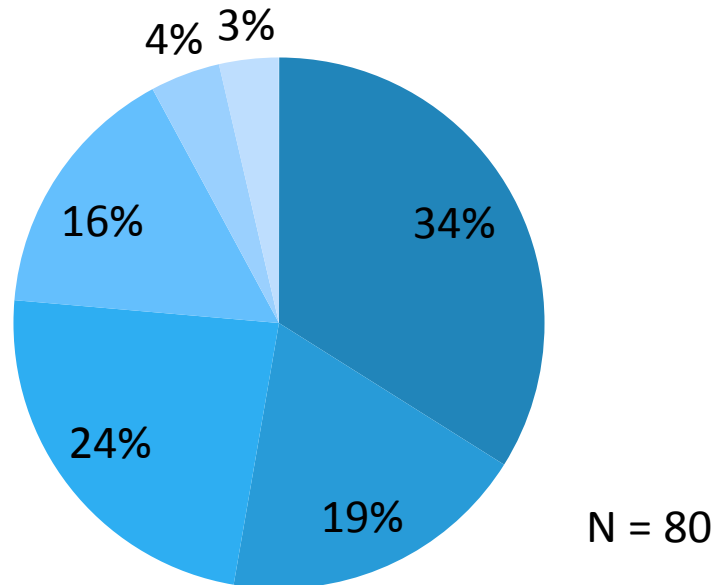
- Based on the respondents:
 - Majority submit “less than 1,000” 1500 Forms (43%)
 - Top responses for “percent of total claims” were “1 – 10%” (33%) and “100%” (23%)
 - Majority of 1500 Forms are computer generated (97%)
 - Top 4 reasons for submitting 1500 Forms
 - COB
 - Specific services
 - Workers’ comp, P&C, auto
 - Attachments

Payer Results

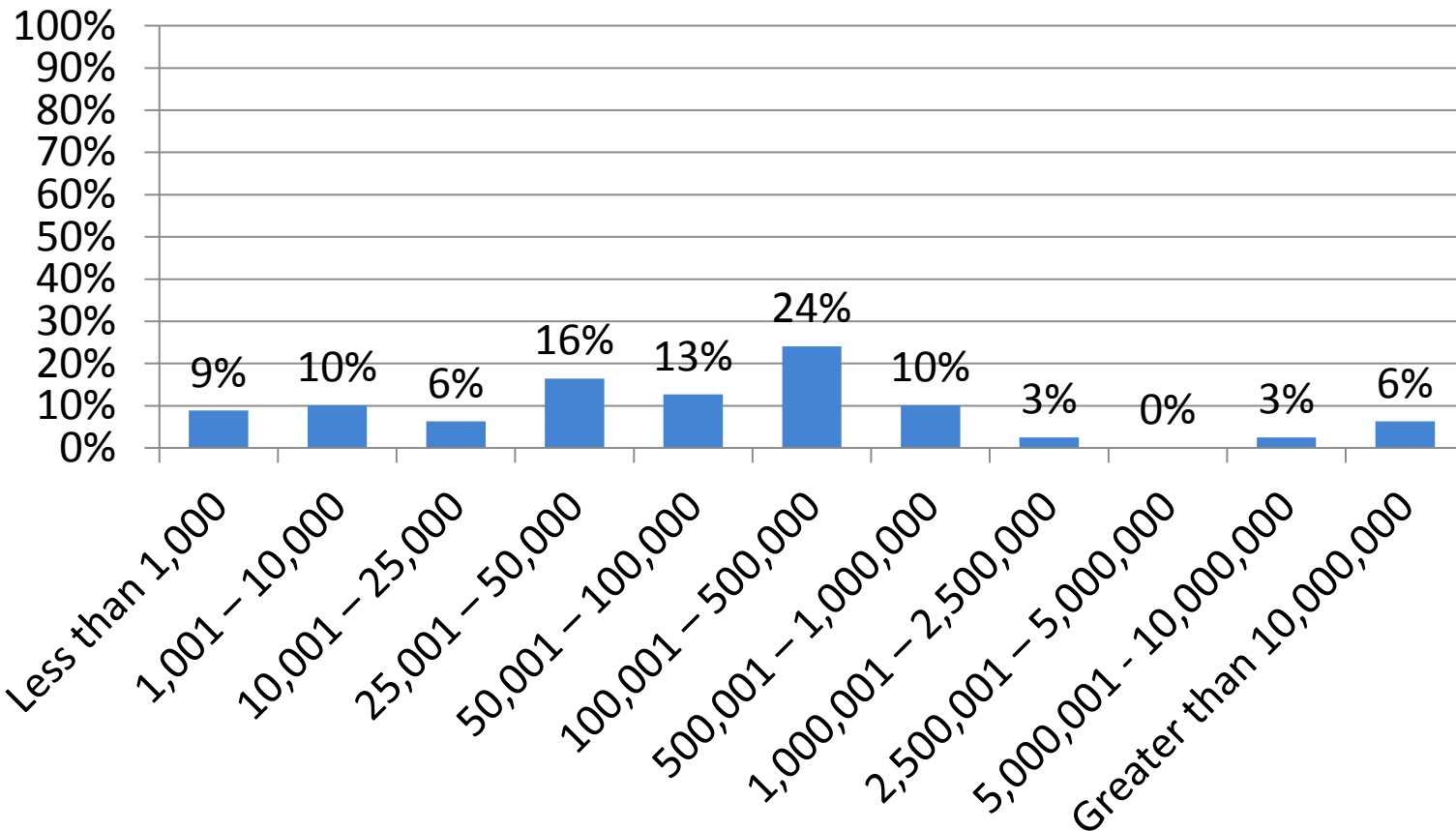
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Payer: Please identify the type of payer you are. Choose all that apply.

- Private/commercial
- Medicare
- Medicaid
- Other federal program
- Workers' comp, P&C, auto
- Other

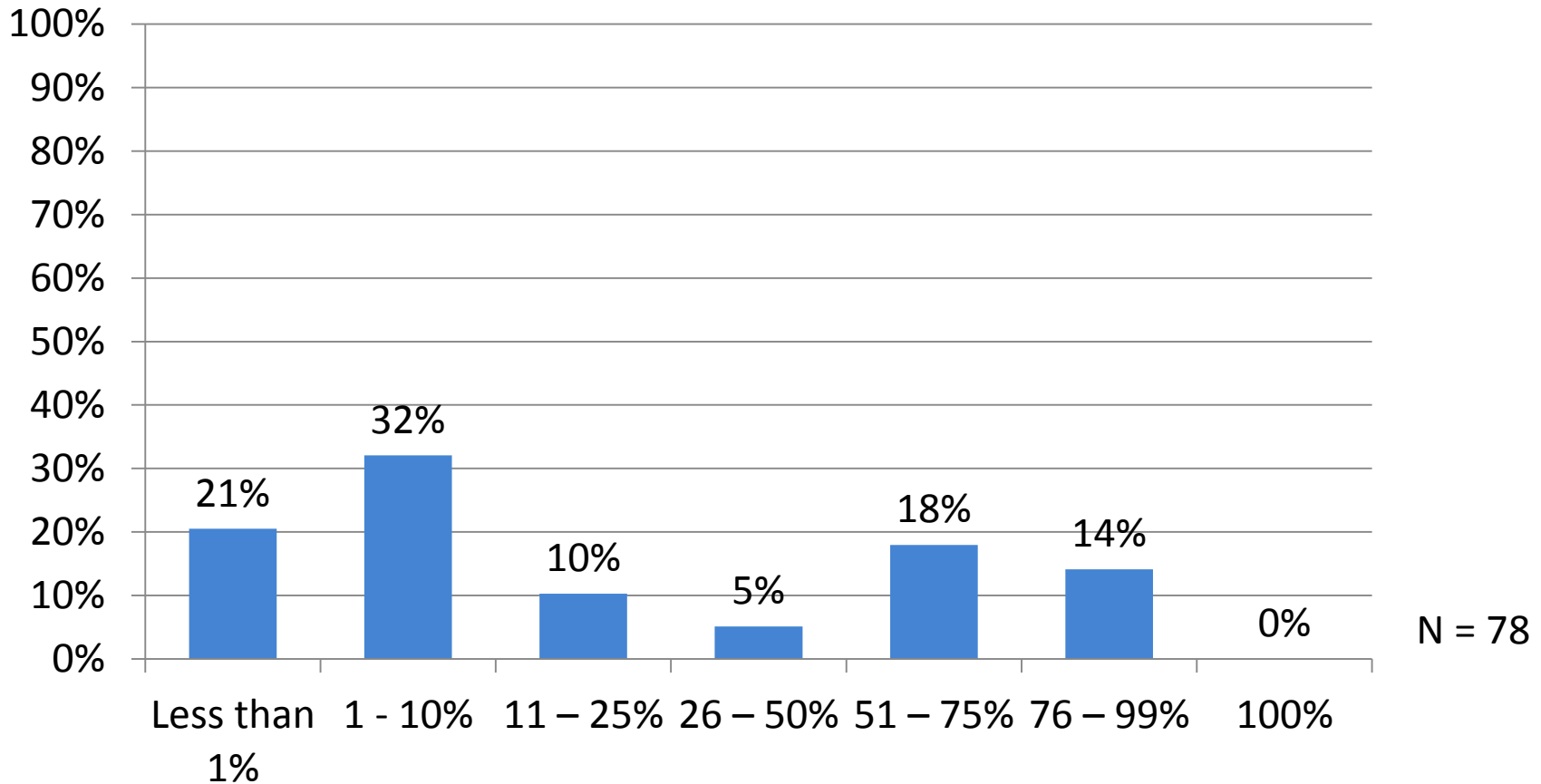


Payer: How many claims do you receive per month using the 1500 Form?

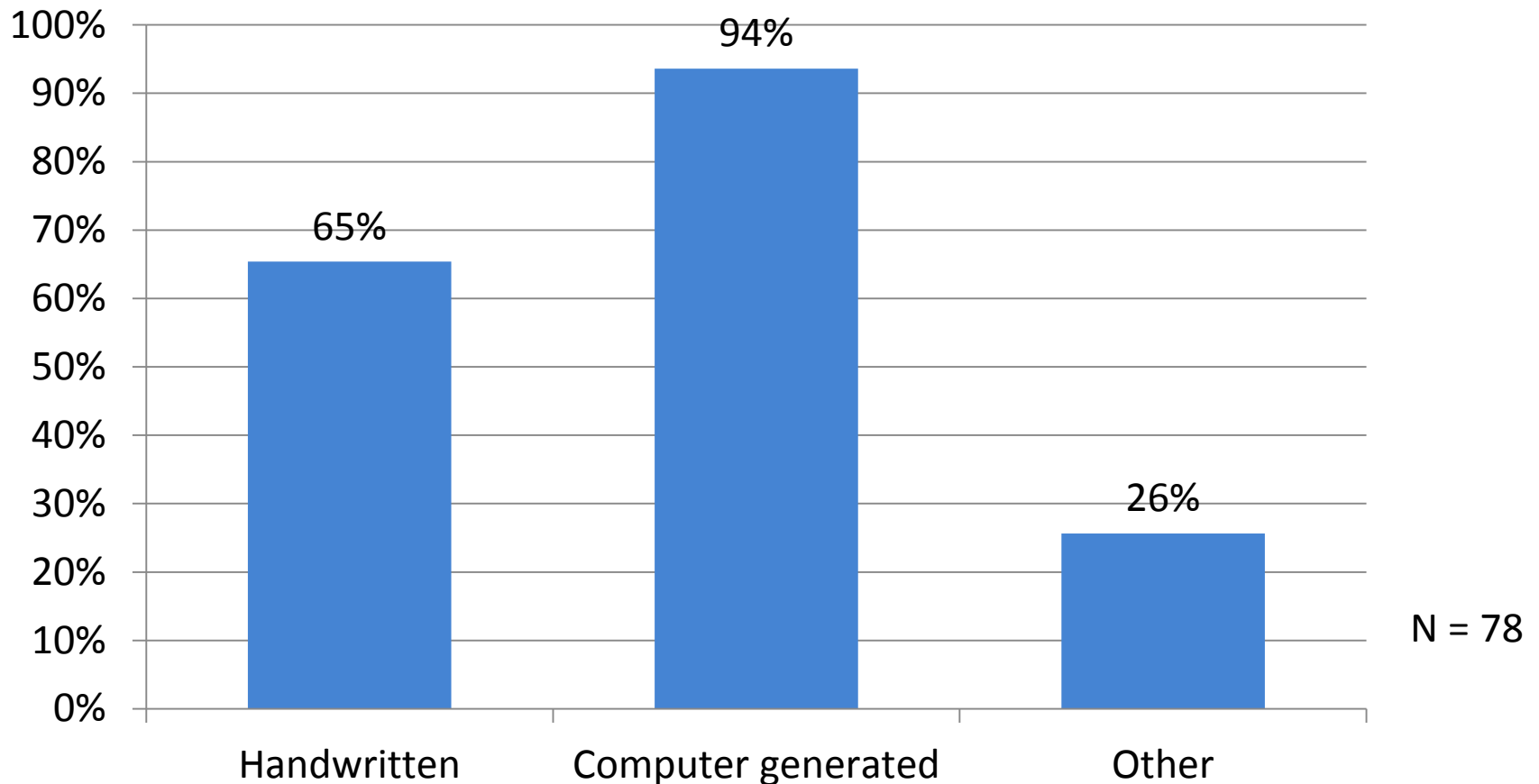


N = 79

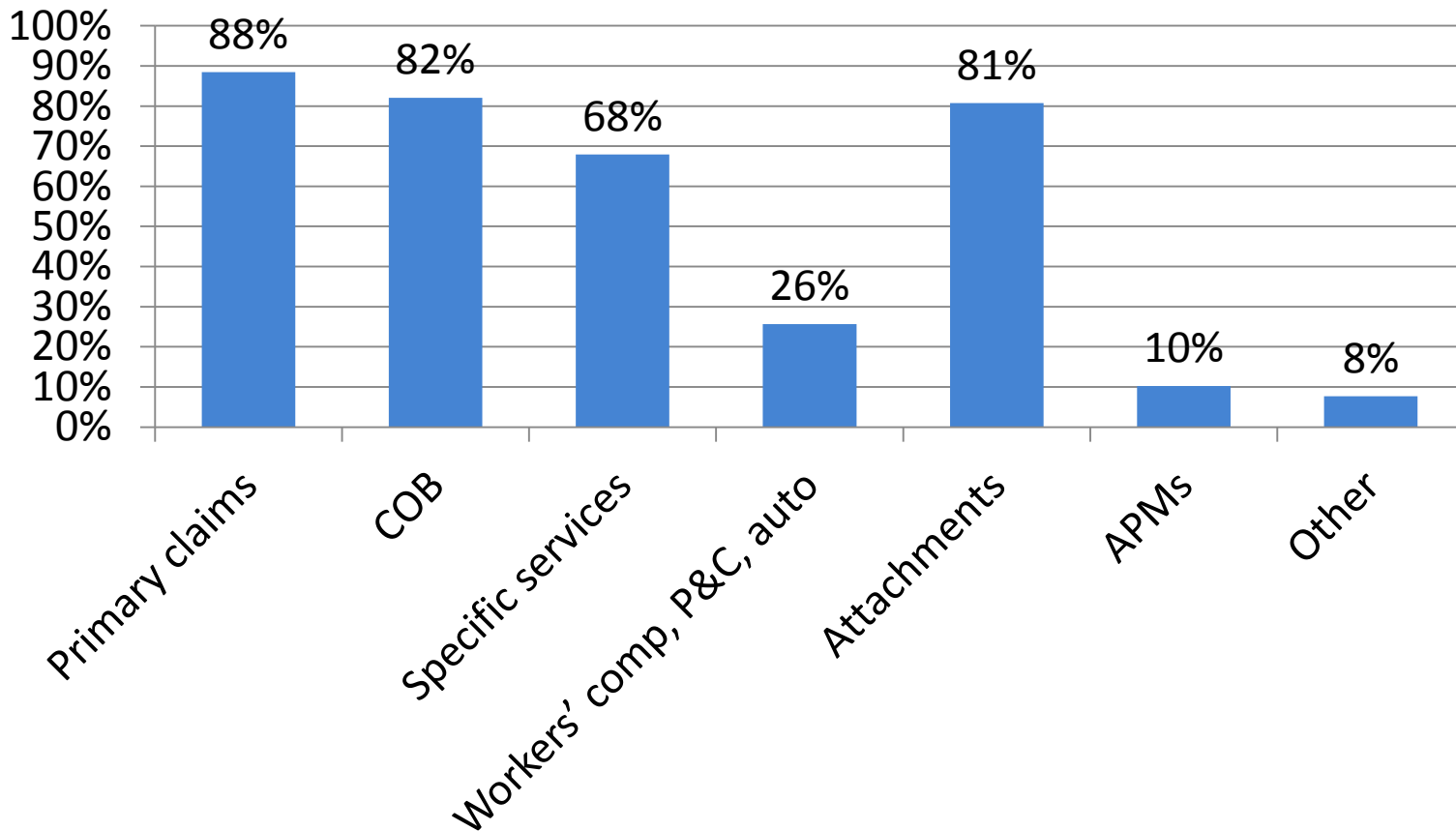
Payer: What percentage are received using the 1500 Form compared to the total number submitted?



Payer: How are 1500 Forms completed? Choose all that apply.



Payer: What claims do you receive using the 1500 Form? Choose all that apply.



N = 78

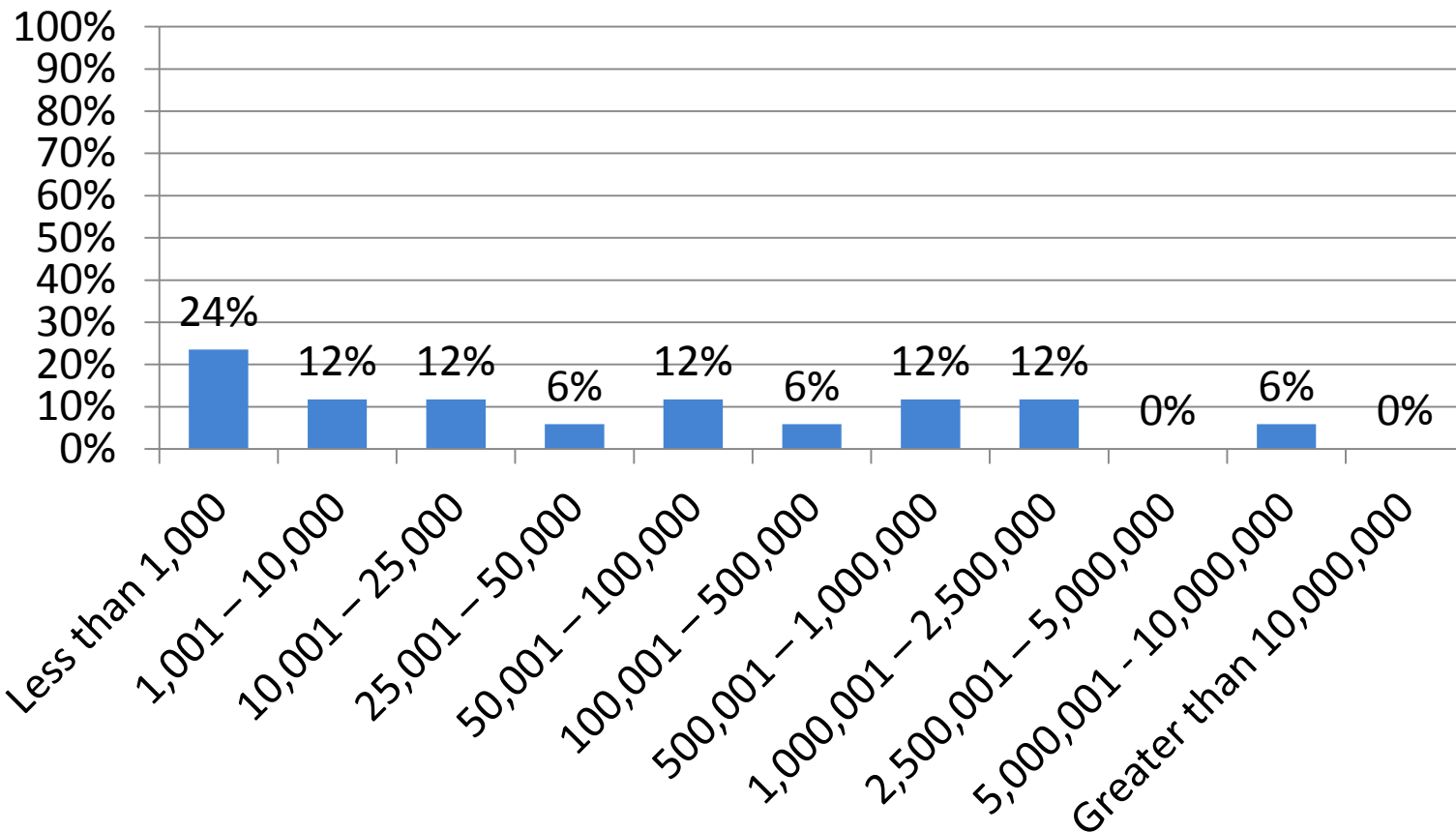
Conclusions of Payer Responses

- Based on the respondents:
 - Relatively even distribution across number of 1500 Forms received; “100,001 – 500,000” was the highest response at 24%
 - Majority receive less than 10% of total claims via 1500 Form; combining “less than 1%” (21%) and “1 – 10%” (32%)
 - Majority of 1500 Forms are computer generated (94%), but 65% are received handwritten
 - Top 4 reasons for submitting 1500 Forms
 - Primary claims
 - COB
 - Specific services
 - Attachments

Clearinghouse Results

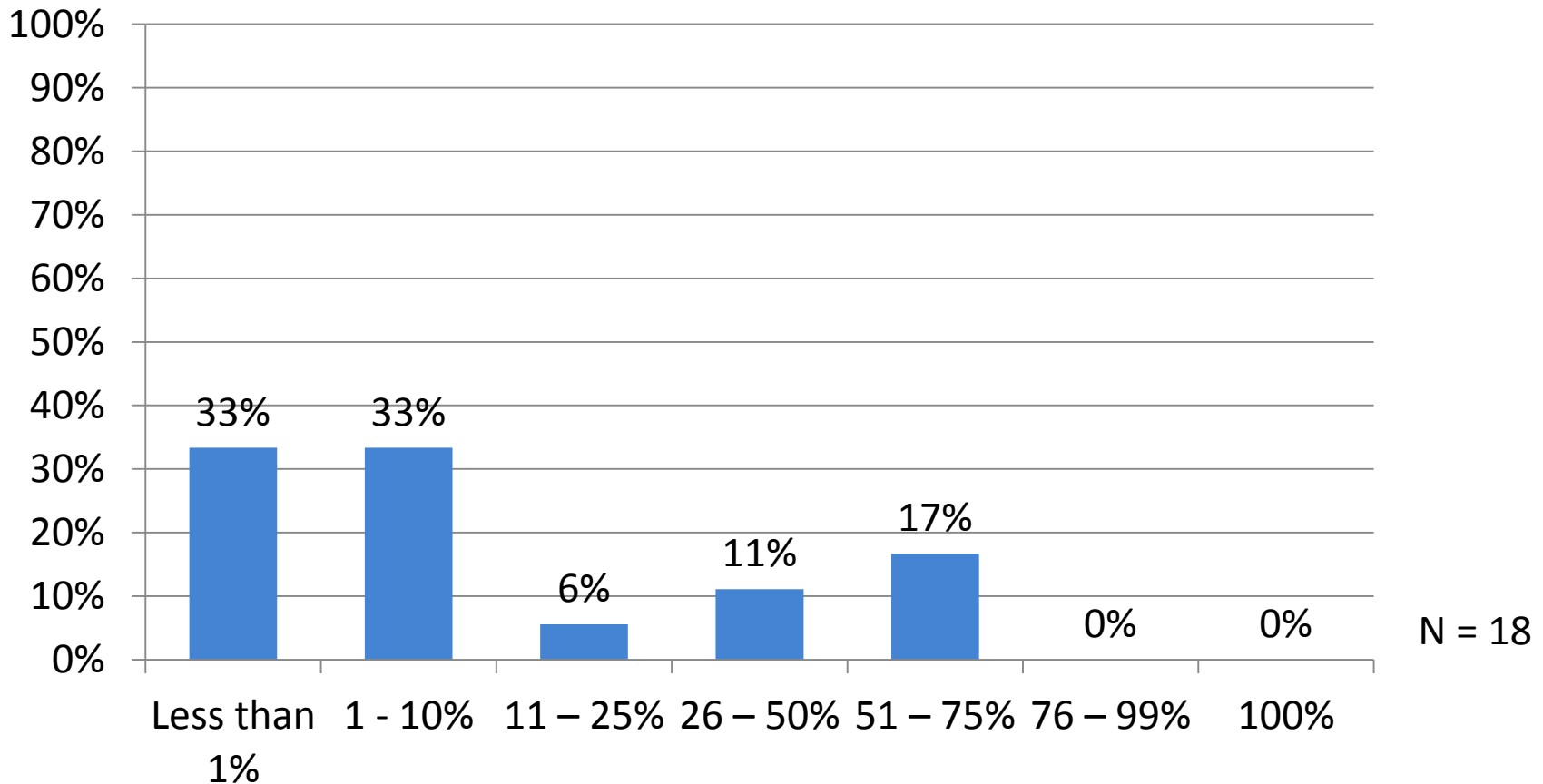
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Clearinghouse: How many claims do you receive per month using the 1500 Form?

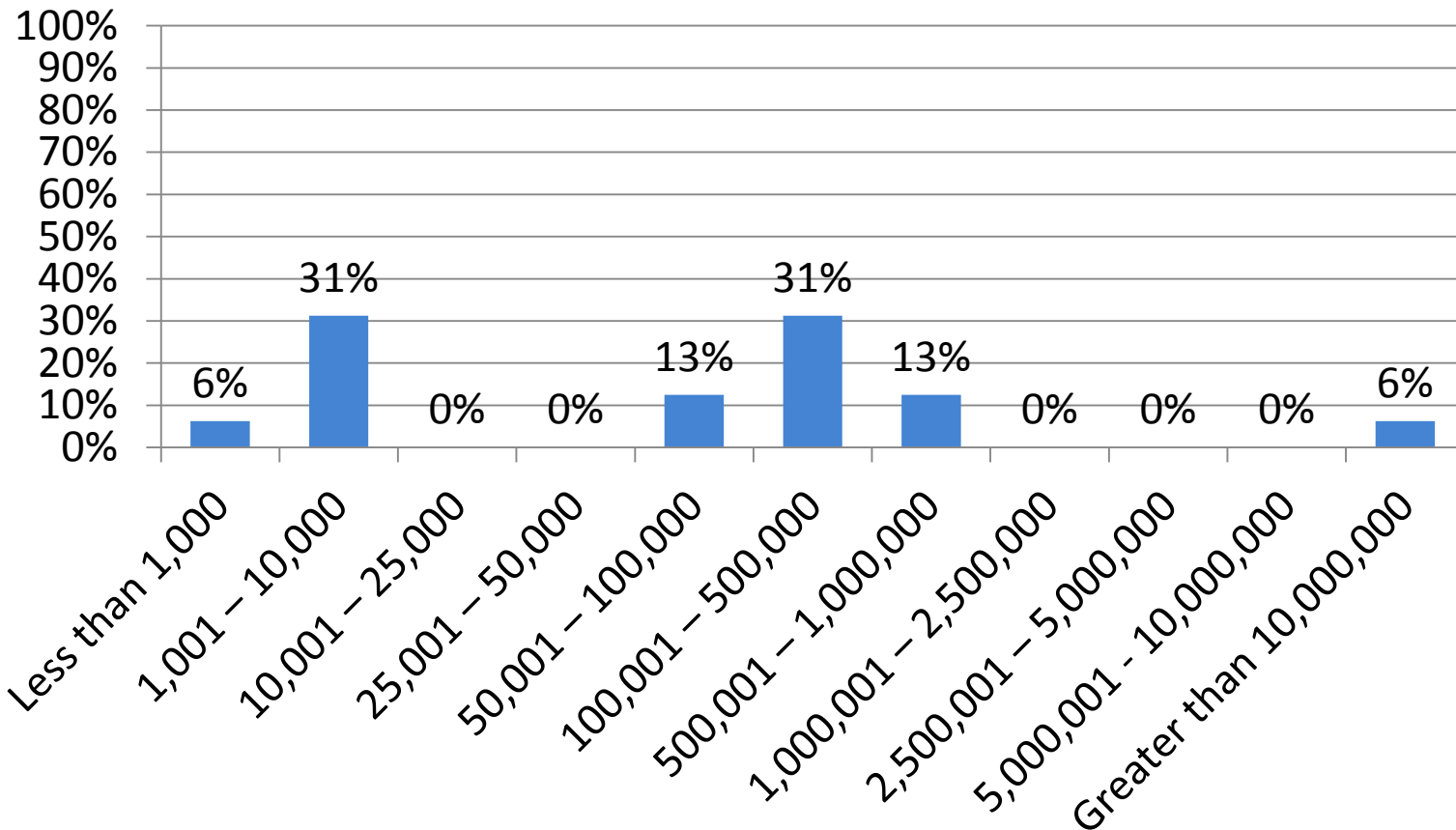


N = 17

Clearinghouse: What percentage are received using the 1500 Form compared to the total number received?



Clearinghouse: How many claims do you convert to the 1500 Form per month to submit to payers?



N = 16

Conclusions of Clearinghouse Responses

- Based on the respondents:
 - Relatively even distribution across number of 1500 Forms received; “less than 1,000” was the highest response at 24%
 - Majority receive less than 10% of total claims via 1500 Form; combining “less than 1%” (33%) and “1 – 10%” (33%)
 - Top responses for how many 1500 Forms submitted to payers were “1,001 – 10,000” (31%) and “100,001 – 500,000” (31%)

Interesting Findings from Survey

- Continue to have significant use of the 1500 Form
- Majority of providers (directly or through a billing service) submit either a small percentage (10% or less) or all claims via the 1500 Form
- Majority of payers and clearinghouses receive a small percentage (10% or less) via the 1500 Form
- Top reason for providers submitting 1500 Forms
 - Attachments (followed closely by COB)
- Top reason for billing services submitting 1500 Forms
 - Workers' comp, P&C, auto (followed closely by attachments)
- Top reason for payers receiving 1500 Forms
 - Primary claims (followed closely by COB and attachments)