Completing the Medicare fax cover sheet for submitting unsolicited paperwork (PWK) segments

Watch our [EDI-Quick Course: Understanding the PWK Segment](ddocname:00185704) for an overview of when and how to submit documentation correctly. Then, carefully review the details below.

Only send medical documentation with electronic claims when necessary for the adjudication of procedures/services that are unusual or require such documentation on a pre-payment basis. When sending a claim where Medicare is the Secondary payer, the Explanation of Benefits (EOB) should not be sent.

Submitters must send the additional documentation AFTER the claim has been electronically submitted with the Claim Supplemental Information Segment (PWK).

Submitters will need to accurately and completely record data on the fax/mail cover sheet that relates the faxed/mailed data to the PWK segment on the electronic claim.

Refer to [Chapter 8](dDocName:00004552) of the Novitas Solutions EDI Billing Guide and the [5010 Companion Guides](ddocname:00197705) for information on completion of the forms and the PWK segment, instructions for when to use these forms.

* [Medicare Part A Fax Cover Sheet for Submitting Unsolicited Paperwork (PWK) Segments with EDI Claims](http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004751)
* [Medicare Part B Fax Cover Sheet for Submitting Unsolicited Paperwork (PWK) Segments with EDI Claims](http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004752)

Please note: The ICN and DCN can be located on the 277 Claims Acknowledgement Report (2200D/REF02 where REF01 = 1K), or by calling the Interactive Voice Response Unit (IVR). You will need the beneficiary’s name, Medicare Beneficiary ID Number and date of service to obtain that information.

Novitas Solutions will manually return PWK fax cover sheets and the attached medical documentation if the cover sheet is incomplete or incorrectly filled out.

Novitas Solutions will allow seven calendar “waiting” days (from the date of receipt) for additional information to be faxed or ten calendar “waiting” days for additional information to be mailed.

Submitters must send ALL relevant PWK data at the same time for the same claim.

If the additional documentation is not received within the seven calendar waiting days (fax) or ten calendar waiting days for mailed submissions, normal processing procedures will begin on your claim.

Medicare will not crossover PWK data to the Coordination of Benefits contractor.

If you have questions, please contact Novitas Solutions at 1-877-235-8073

Complete all fields and fax to 877- 439-5479 or mail the form to the applicable address/number provided at the bottom of the page. Complete ONE (1) Medicare Fax / Mail Cover Sheet for each electronic claim for which documentation is being submitted. This form should not be submitted prior to filing the claim.

[](https://cmsmacfedramp.gov1.qualtrics.com/jfe/form/SV_b33sjaK9zgkcrDo)