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
- 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: 51%
- Billing Service: 29%
- Payer: 13%
- Clearinghouse: 7%

N = 389
Provider Results
Provider: How do you submit claims for reimbursement? Choose all that apply.

- Directly to payer: 66%
- Billing service: 7%
- Clearinghouse: 62%

N = 143
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?

N = 141
Provider: How do you complete the 1500 Form? Choose all that apply.

Handwritten: 18%
Computer generated: 88%
Typewritten: 1%
Other: 4%

N = 142
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
Billing Service: How many claims do you submit per month using the 1500 Form?

- 43% submit 0-10 claims
- 20% submit 11-25 claims
- 13% submit 26-50 claims
- 7% submit 51-100 claims
- 3% submit 101-500 claims
- 10% submit 501-1000 claims
- 0% submit 1001-2500 claims
- 0% submit 2501-5000 claims
- 0% submit 5001-10000 claims
- 0% submit more than 10000 claims

N = 30
Billing Service: What percentage are submitted using the 1500 Form compared to the total number submitted?

- Less than 1%: 7%
- 1 - 10%: 33%
- 11 - 25%: 10%
- 26 - 50%: 13%
- 51 - 75%: 7%
- 76 - 99%: 7%
- 100%: 23%

N = 30
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.

- COB: 43%
- Specific services: 43%
- Workers’ comp, P&C, auto: 60%
- Attachments: 57%
- APMs: 3%
- Lack IT capability: 13%
- Other: 13%

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
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

N = 80
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?

![Bar chart showing percentage distribution](chart.png)

N = 78
Payer: How are 1500 Forms completed? Choose all that apply.

- Handwritten: 65%
- Computer generated: 94%
- Other: 26%

N = 78
Payer: What claims do you receive using the 1500 Form? Choose all that apply.

- 88% Primary claims
- 82% COB
- 68% Specific services
- 26% Workers' comp, P&C, auto
- 81% Attachments
- 10% APMs
- 8% Other

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
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?

Less than 1%: 33%
1 - 10%: 33%
11 - 25%: 6%
26 - 50%: 11%
51 - 75%: 17%
76 - 99%: 0%
100%: 0%

N = 18
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)