The Office of Refugee Resettlement/Division of Children's Services (ORR/DCS) Unaccompanied Children Program pays claims through Point Comfort Underwriters, Inc. (PCU) to vendors of services for minors under the care of ORR/DCS.

Paper Claims:
Point Comfort Underwriters, Inc.
PO Box 211628
Eagan, MN 55121

Electronic Payer ID: PCU01 (Smart Data Solutions clearinghouse)

You will have two options to submit your claims and attachments electronically. First, check with your existing clearinghouse or practice management system to determine if a route for the Payer IDs above has been established. If the route has not been established, request the connection be added by contacting them directly and notifying them of this change.

If your current vendor is unable to establish a connection to the Payer ID above through Smart Data Solutions, at no cost to you, SDS can establish a direct connection and/or provide access to SDS Provider Portal to submit your claims. Please contact Smart Data Solution Support line at 855-297-4436 to establish a direct connection.

NOTEWORTHY: PCU has multiple claim submission addresses and Payer IDs. It is important that your Billing Department submits claims through the correct route. Claims sent to the incorrect address or Payer ID will be denied.

Claim Requirements

Claim submissions MUST meet the following requirements to be processed for reimbursement:

- Charges must be submitted on a clean CMS-1500, UB-04, or ADA dental claim form.
- **Invoices will not be accepted for reimbursement unless prior arrangements have been made with PCU.**
- Must be submitted within 365 days of the date of service (effective 8/1/18).
- Must have the patient's UC ID number in Box 1a on a CMS-1500, Box 60 on a UB-04, or Box 15 on an ADA dental claim form. •
- Must have a valid W-9 on file. W-9s can be emailed to providers@pointcomfort.com.
- Services must have a valid authorization (TAR) number. The TAR number does not need to be included on the claim, but it is preferred.
- Claim must include NPI numbers in the appropriate fields – billing, servicing, and/or rendering providers.
- Must use ICD-10 diagnosis codes (ICD-9 will no longer be accepted as of 9/10/18).
- Corrected claims must be submitted with the appropriate Bill Type or Resubmission Code

The ORR Care Facility is responsible for providing the UC's ID Document and Treatment Authorization Request form to your office. You may contact the facility to obtain this information if it was not provided at the time of service.

This is not a comprehensive list of requirements. Please work with your Billing Department to ensure clean claims are submitted to avoid delays in reimbursement.