



MEDICARE CROSSOVER CLAIMS ALERT

July 24, 2019

Important Provider Notice: #359 - Reminder

Dear Provider,

We have great news for you! Partnership HealthPlan of California (PHC) is currently in the final testing phase of the Medicare Crossover Claims Process for dual eligible members (also known as Medi-Medi) through a Coordination of Benefits Agreement (COBA) with CMS. The crossover process is how claim payment information is electronically transmitted from Medicare as the primary payer to PHC as the secondary payer. This process reduces the need for providers to submit the same claim to PHC for secondary claims processing.

PHC will receive Medicare Part B professional crossover claims directly from the Benefits Coordination & Recovery Center (BCRC) for dual eligible members later this year. As we get closer to our go-live date, we will provide additional updates, as we get further along in testing and implementation.

Some providers have been submitting paper claims for Medicare Part B professional services with the Medicare Explanation of Benefits (EOB) attached. This will change when PHC is in production with COBA, as providers will no longer have to submit paper claims for Part B services with the Medicare EOB attached for individuals who have Medicare fee-for-service and Medi-Cal through PHC. Providers should continue to review the Medicare remittance advice to verify crossover to PHC integration.

The crossover process will work as follows:

- ✓ You bill Medicare for services rendered.
- ✓ Medicare, as the primary payer, will issue a remittance advice to you and forward this information to PHC for coordination of benefits.
- ✓ PHC, as the secondary payer, will review the claim and remittance advice issued by Medicare and coordinate benefits accordingly.

Please note that there are specific services below that are exempt from billing Medicare first and must be billed directly to PHC. Please continue billing PHC directly for these services.

- Claims billed to Medicare with a National Provider Identifier (NPI) number that is not registered with PHC
- [Medicare Non-Covered Services: HCPCS Codes \(medi non hcp\)](#)
- [Medicare Non-Covered Services: CPT-4 Codes \(medi non cpt\)](#)

For questions regarding Medi-Medi crossover claims, call PHC's Claims Customer Service Department at (800) 863-4155.

Thank you for your continued support and partnership.