



4665 Business Center Drive
Fairfield, California 94534

MEDICARE CROSSOVER CLAIMS ALERT

September 3, 2019

Important Provider Notice: #362 - Reminder

Dear Provider,

Great news! Effective today, September 3, 2019, Partnership HealthPlan of California (PHC) is now live with COBA!

PHC is participating in the Medicare Crossover Claims Process through a Coordination of Benefits Agreement (COBA) with CMS. 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.

PHC will receive Medicare Part B professional crossover claims directly from the Benefits Coordination & Recovery Center (BCRC) for dual eligible members. This process does not apply to claims from institutional providers. We are not able to receive Medicare Part A institutional crossover claims directly from BCRC until later in the year.

If you are submitting Part B professional claims to Medicare, 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. Please continue billing PHC directly for these services below.

- 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 partnership.