

Provider Notice

To: PerformCare Network Providers
From: Scott Daubert, PhD, VP Operations
Date: August 1, 2019
Subject: AD 19 104 Medicare Crossover Claims

For dually eligible Members (Medicare and Medicaid coverage), “crossover” is the transfer of processed claims data from Medicare operations to state Medicaid agencies (and their managed care contractors). The Centers for Medicare & Medicaid Services (CMS) consolidated the “automatic” claims crossover process as of 2006. Recently, the Pennsylvania Department of Human Services (DHS) has been supportive of all physical health and behavioral health managed care entities to accept Medicare crossover claims. Through DHS, PerformCare has entered into the required Coordination of Benefits Agreement (COBA) with CMS. Once fully implemented, Medicare providers of behavioral health services will only need to submit a single claim to the Medicare carrier, which will then “crossover” to PerformCare for secondary adjudication of the deductible, co-pay, and co-insurance benefits. A separate claims submission to PerformCare will not be necessary, and the results of the secondary claims adjudication will be reflected on the Remittance Advice to the provider. If a claim is received by PerformCare for one that has already crossed over from CMS (or vice versa), the later claim will be denied as duplicate. This applies to all claim types, both institutional and professional, submitted as primary to Medicare A & B. If your adjudicated Medicare claim has not been processed by PerformCare within 30 days of your Medicare EOB, please contact PerformCare to check the claims status.

Please note that this applies only to Medicare A & B coverage, and Medicare Advantage claims do not crossover to PerformCare. Medicare Advantage claims will still need to be separately billed to PerformCare.

PerformCare is in the final testing phase with CMS related to the necessary file transfers. No additional claims submission changes are required of providers. We anticipate that Medicare crossover claims will be operational with CMS by 8/1/19. For claims inquiries related to Medicare crossover or additional claims questions, please call the PerformCare Claims Call Center at 888-700-7370, Option 1.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives