

## **Change to the 835 / Electronic Remittance Advice (ERA) for all Medicare Advantage Members who are enrolled in a Special Needs Plan (Dual Eligible Beneficiaries)**

In late July, Amerigroup\* Community Care updated the 835 ERA for individual Medicare Advantage members who are enrolled in our Dual Special Needs Plans. These members have both Medicare and Medicaid coverage.

This change was to be in alignment to the CMS Change Request CR9911  
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/2017Downloads/R3802CP.pdf>.

The purpose is to have an indicator on the 835 file to prevent the member from being balanced billed for this cost share and ensure the state Medicaid agency is billed for this balance.

The following has been implemented:

There will be a Claims Adjustment Reason Code (CARC) 209 and Remittance Advice Remark Code (RARC) assigned for the cost share that should be filed with the state Medicaid agency.

- Claim Adjustment Reason Code (CARC) 209 – Group Code Other Adjustment (OA) will be assigned.
  - o CARC 209- **Per regulatory or other agreement. The provider cannot collect this amount from the patient. However, this amount may be billed to subsequent payer.**  
Refund to patient if collected. (Use only with Group code OA)
- Remittance Advice Remark Codes (RARC) will be used with the CARC 209
  - o N781 – **No deductible may be collected as patient is a Medicaid/Qualified Medicare Beneficiary.** Review your records for any wrongfully collected deductible.
  - o N782 – **No coinsurance may be collected as patient is a Medicaid/Qualified Medicare Beneficiary.** Review your records for any wrongfully collected coinsurance.
  - o N783 – **No co-payment may be collected as patient is a Medicaid/Qualified Medicare Beneficiary.** Review your records for any wrongfully collected copayments.

Please be sure to ask Medicare Advantage members for their state Medicaid Identification Number to assist with billing for the cost share. This will be different from their Medicare Advantage plan member Identification Number.

\*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program. In New Mexico: Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.