

# Provider Update



This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/KS>.

## Medicare crossover claim processing changes

**Summary of change:** Effective January 1, 2018, all crossover claim files will be sent from the coordination of benefits contractor (COBC) directly to Amerigroup Kansas, Inc.

### What is the impact of this change?

To comply with the CMS managed care regulations at *Federal Register § 438.3(t)*, states using the automated crossover process must require MCOs to enter into a *Coordination of Benefits Agreement (COBA)* with Medicare and be able to accept/process automated crossover claims.

The *COBA* automatic crossover process allows CMS and the state to use a standardized contract outlining criteria for the submission of eligibility information and Medicare adjudicated claim data. This allows for the coordination of benefits in claims processing.

CMS uses a single-source, national crossover contractor, the Benefits Coordination & Recovery Center (BCRC), to handle coordination of crossover data. This entity is also referred to as the COBC.

Effective January 1, 2018, all crossover claim files will be sent from the COBC directly to Amerigroup. Routing of the affected claims will be determined by the member's assignment dates with Amerigroup. Providers will not need to change the way crossover claims are billed. The COBC will route the claim to the appropriate payer.

In order to facilitate a seamless transition, the Kansas Medical Assistance Program (KMAP) and Amerigroup are requesting providers submit a request to add or update their current Medicare NPI numbers with both KMAP and with Amerigroup. This will allow claims to process correctly when automatically crossing over from Medicare.

To submit Medicare NPI information to KMAP, email KMAP provider enrollment at: [LOC-KSXIX-Provider-Enrollment@groups.ext.hpe.com](mailto:LOC-KSXIX-Provider-Enrollment@groups.ext.hpe.com). The email should include the provider's telephone number, Medicare NPI number and the effective date of the NPI. Providers with additional questions can contact KMAP at 1-800-933-6593, option 3.

To submit Medicare NPI information to Amerigroup, please contact Provider Services at 1-800-454-3730.

### What if I need assistance?

If you have any additional questions, contact your local Provider Relations representative or Provider Services at 1-800-454-3730.