

Provider Update

Claims recoupment

Background for this change:

To date, Amerigroup Community Care has been applying an internal policy that has restricted improper coding recoupments to within six months of the date of payment. After reviewing this internal policy, we have decided to better align our internal policy with the state's guidance.

★ What this means to you:

Maryland Insurance Article §15-1008 gives Managed Care Organizations (MCOs) the following guidance regarding recoupment of overpayments made to providers:

- MCOs must give providers a written statement specifying the basis for the retroactive denial within 6 months of the date of payment
- Coordination of benefits issues must be given to providers in a written statement within 18 months from the date of payment and include the name and address of the entity acknowledging responsibility for payment of the denied claim
- No time limit exists for claims that fall under the following categories:
 - Improper coding
 - Fraudulent claims
 - Duplicate claims
 - Retracted capitation payments

Details about improper coding

Provider must have been given sufficient information regarding guidelines used by the MCO at least 30 days prior to the date of service. Improper coding include those that do not conform to the guidelines of the MCO as of the date of service and information submitted that does not otherwise conform with the contractual obligations of the provider to the MCO as of the date of service. Examples of improper coding are:

- Non-covered services, such as non-covered labs, dental services performed in an inpatient hospital setting and HCPCS code A9270 for non-covered services
- Billing errors, such as billing errors for methadone services, venipuncture and handling fee billing errors and HCPCS code H1003 errors



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What is the impact of this change?

Effective **June 15, 2015**, providers will be notified in writing of retroactive denials for improper coding within 36 months of the date of service. No other changes will be made.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.