

# Provider Update

## Recoveries related to retroactive eligibility terminations

**Background:** On January 1, 2015, all three Tennessee Medicaid managed care organizations (MCOs) began serving members in the eastern, middle and western regions of the state. Because of the expansion, members in eastern and western Tennessee are being transitioned to Amerigroup Community Care. These members have until February 14, 2015 to tell TennCare if they would like to transition back to their previous MCO. **During the next 60-120 days, you may experience claims denials and/or an increase in recoveries related to retroactive terminations.**

✦ **What this means to you:** Please see additional instructions below if you are experiencing claims denials or increases in recoveries. Share this information with billing staff and other providers in your practice.

If you receive a claims denial indicating the member is not eligible, we encourage you to access TennCare Online Eligibility Services (formerly named “Tennessee Anytime”) at [www.tn.gov/tenncare/pro-verifyeligi.shtml](http://www.tn.gov/tenncare/pro-verifyeligi.shtml) to determine the appropriate MCO for billing the service(s) rendered.

Per our normal process for recovering overpayments (i.e., we paid you for a member whose eligibility was retroactively terminated with Amerigroup), an overpayment notification letter will be mailed to you explaining the reason for the recovery. Upon receipt of this letter, there is a 60-day minimum before the overpayment amount is recovered from a future payment. This activity is reflected in the provider remittance advice.

Once we’ve recovered payment, you should seek reimbursement from the member’s newly assigned MCO which may be identified through TennCare Online Eligibility Services at [www.tn.gov/tenncare/pro-verifyeligi.shtml](http://www.tn.gov/tenncare/pro-verifyeligi.shtml).

### **For claims billing requirements**

You have 120 days from the date the MCO recoups payment for a retroactively disenrolled member to submit claims to the MCO where the member was retroactively enrolled.

### **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 our Provider Services team at 1-800-454-3730.

