



MEMO

December 4, 2013

TO: Primary Care Physicians, Hospital-Based Clinics, RI Health Centers and other providers

FROM: RI Executive Office of Health & Human Services, RI Medicaid Program

RE: Medicare Crossover Claims for *Rhody Health Options* Members

Summary:

Claims for individuals with both Medicare and Medicaid coverage (dual eligibles) automatically “crossover” to Medicaid Fee-For-Service (FFS) after Medicare has paid as the primary insurance. **Effective November 1, 2013, providers who bill Medicare for services for *Rhody Health Options* members and whose claims then get sent to Medicaid, will have their claims denied payment by Medicaid FFS.** Those claims will have to be submitted to Neighborhood Health Plan of Rhode Island.

This is a temporary situation involving “crossover” claims for dual eligibles enrolled in *Rhody Health Options*. A modification is underway and will be resolved by Winter/Spring 2014. In the meantime, denied claims from Medicaid FFS will say “Recipient is covered under *Rhody Health Options*, please bill Neighborhood Health Plan of Rhode Island.”

Please be sure to inform billing staff of this situation so that denied claims can be sent to the appropriate payer. We apologize for the extra step involved and hope to have a solution in place as soon as possible. For information on Rhode Island’s *Integrated Care Initiative*, please see page 2 of this memo.

Frequently Asked Questions:

Q: How will providers know which bills are affected?

A: You will see the following statement on remittance advice from Hewlett Packard (HP), the state’s fiscal agent for Medicaid: “Recipient is covered under *Rhody Health Options*, please bill Neighborhood Health Plan of Rhode Island.” The bills affected are only for *Rhody Health Options* members with Medicare and Medicaid coverage (dual eligible).

Q: Is there a way to prevent this from happening prior to submitting claims?

A: No; however, this is temporary.

Q: Who is affected by this?

A: Any provider, including doctors, hospital-based clinics, and health centers, who bill for services for patients who have both Medicare and Medicaid and whose patients are enrolled in *Rhody Health Options*.

Q: What is the *Integrated Care Initiative*? What is *Rhody Health Options*?

A: The *Integrated Care Initiative (ICI)* is a new program that the state implemented on November 1, 2013. Enrollment of eligible individuals will occur over several months. It is anticipated that 28,000 Rhode Islanders will enroll. There are three (3) health care options for eligible individuals, *Rhody Health Options*, *Connect Care Choice Community Partners*, and *PACE*. All three health care options are designed to improve the coordination of care between primary and acute care, behavioral health services and long-term services and supports (LTSS). Individuals eligible for this new initiative include Rhode Island adults over age 21 who have Medicare and Medicaid coverage and also adults with disabilities/ chronic conditions with Medicaid only.

Rhody Health Options is one of the new health options of the Integrated Care Initiative. The state is contracting with Neighborhood Health Plan of Rhode Island to provide individuals' Medicaid services. For more information on the ICI, please see www.eohhs.ri.gov under "New Initiatives>Integrated Care."

For more information, please contact Neighborhood Health Plan of Rhode Island:

1. For Claims/ billing questions: Gina Tassinari, (401) 427-6709, gtassinari@nhpri.org
2. For Care Management related questions: Kathy Ullrich, LICSW, (401) 427-6526, kullrich@nhpri.org