



Provider Alert

IMPORTANT UPDATE: Special Instructions for Providers with Full Dual Cost Share Claims

Some Providers have been experiencing difficulties in obtaining reimbursement for member cost shares on full dual members for plans that are not contracted with Texas Medicaid.

In 2011, only one Care Improvement Plus plan in Texas is contracted with HHSC for reimbursement of member cost shares, Dual Advantage (R6801-011). Full dual member cost share reimbursement for all other Care Improvement Plus plans is the responsibility of the state Medicaid vendor, TMHP. This includes the following plans:

- Silver RX (R6801-008)
- Gold RX (R6801-009)
- Medicare Advantage (R6801-012)

Currently, TMHP is not configured to electronically identify claims for plans that offer multiple products and do not contract for all products with Medicaid, so those claims are being denied stating (incorrectly) that they are the responsibility of the MA plan. HHSC is working with TMHP to configure their system to identify these claims, however, there is currently no ETA on completion.

Information about the full dual claims and documentation about the workaround is located at the link below. Page twelve (12) of the November/December 2010 edition of the Texas Medicaid Bulletin describes the issue and the current process for reimbursement of cost shares denied by TMHP.

http://www.tmhp.com/News_Items/2010/232_M.pdf

Claims for cost share amounts incorrectly denied by TMHP should be appealed with all required documentation referenced in the newsletter, including the TMHP denial documentation to:

HHSC Appeals/Complaints (mail code 91X)
PO Box 204077
Austin TX 78720-4077

Copies of our member identification cards and a description of the member cost share reimbursement for Care Improvement Plus members are available at the link below:

<http://www.careimprovementplus.com/pdf/TXMedicaidFaxBlast.pdf>

For providers who have attempted the workaround without success, they may reach out to Sandra Faske at 512-491-1876 at Texas Health and Human Services. She will assist the provider in getting the claim manually walked through the process with TMHP.

If you are interested in learning more about our plan offerings, don't hesitate to contact us at **1-866-679-3119** for additional information, or email us at providerrelations@careimprovementplus.com