

Claims Crossovers Account Training Tutorial



Navigation Menu

Go directly to a topic
using the links below:

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper
Crossover Claims

How to Access Billing
Manuals & Crossover
Resources

Claims Crossovers eLearning Tutorial

The purpose of the Crossovers eLearning Tutorial is to explain the general procedures for billing crossovers in the Georgia Medicaid Program.

What's covered in the Claims Crossovers eLearning Tutorial?

- Understanding the differences between Medicaid and Medicare and Scope of Coverage
- Steps to complete a crossover properly using the secure Web Portal
- Where to send paper crossover claims
- How to access Web Portal Billing Manuals and Crossover Resources

Terminology

- Crossover: A claim billed to Georgia Medicaid for the Medicare deductible and/or coinsurance is called a crossover claim.
- Coinsurance: The remaining balance of the Medicare Allowed Amount after a Medicare payment.
- Co-payments: The amount required by Medicare Parts C or D when services are rendered or drugs are purchased. Providers may choose to waive these co-payments or may deny service if a member cannot pay this amount. Georgia Medicaid does not pay for co-payments.
- Deductible: The dollar amount Medicare members must pay for Part A or Part B services prior to receiving Medicare benefits.

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper
Crossover Claims

How to Access Billing
Manuals & Crossover Resources

Medicare and Medicaid Differences

»**Medicaid** is a state and federal partnership that provides comprehensive health insurance benefits to low-income children, pregnant women and people with disabilities.

»**Medicare** is a federal health insurance program for all Americans over age 65, some disabled people under age 65, and anyone with end-stage renal disease. There are over 40 million Americans on Medicare (or 98% of Americans over age 65).

Scope of Coverage for Medicare

Medicare divides its services into specific classifications: Part A, Part B, Part C and Part D. Members may be covered for Part A only, Part B only or both.

1. Medicare Part A - Covers inpatient hospital services
2. Medicare Part B - Covers professional, outpatient hospital, and vendor services
3. Medicare Part C - A Managed Care version of Medicare, also called a Medicare Advantage Plan, offered through private insurance companies
4. Medicare Part D - Covers prescription drugs

Medicare Savings Programs

Medicaid provides partial financial assistance with Medicare premiums, deductible, or coinsurance – through the Medicare Savings Program (i.e., Qualified Medicare Beneficiaries, Specified Low-Income Medicare Beneficiaries, and Qualifying Individuals) – to certain low income Medicare beneficiaries who are not entitled to the full Medicaid benefit package.

Qualified Medicare Beneficiary (QMB) (Aid category 660)

This is a Medicaid program for beneficiaries who need help in paying for Medicare Part B premiums. The beneficiary must have Medicare Part A and limited income and resources and not be otherwise eligible for Medicaid. The Medicaid program pays full Medicare Part B Premiums only. Beneficiaries have no Medicaid benefits other than paying for premiums, coinsurance and deductibles. Medicaid pays Part A premiums (if any) also.

Specified Low-Income Medicare Beneficiaries (SLMB) (AID CATEGORY 661)

This is a Medicaid program for beneficiaries who need help paying for Medicare Part B premiums. The beneficiary must have Medicare part A and limited income and resources and not be otherwise eligible for Medicaid. Medicaid pays the Medicare Part B premium only; these members are not eligible for Medicaid benefits.

Qualified Individual (QI) Program

You must be eligible for Part A to qualify, and you must apply every year for QI benefits. QI applications are granted on a first-come, first-served basis, with priority given to people who got QI benefits the previous year. QI benefits are not available to people who qualify for Medicaid. Medicaid pays the Medicare Part B premium only; these members are not eligible for Medicaid benefits.

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper
Crossover Claims

How to Access Billing
Manuals & Crossover
Resources

Medicare Advantage plans/Medicare

Part C: This combines parts Part A and Part B and sometimes the Medicare prescription program (Medicare Part D). These plans cover the same benefit as the original Medicare plans; however, they are administered by private health insurance payers. Some of these plans offer additional services beyond what the original Medicare plans offer. These claims do not automatically cross-over to Medicaid; the provider must submit the claim to Medicaid along with the Explanation of Benefits or EOB from the Medicare Advantage Plan. Providers should write "06 Attachment" on the top right corner of Medicare Advantage EOB.

The next section of the eLearning tutorial covers using the secure Web Portal to file a crossover claim.

To get started, login to the [secure Web Portal](http://www.mmis.georgia.gov) of the Georgia Medicaid web site - www.mmis.georgia.gov. The secure Web Portal is the preferred method for filing claims with the Georgia Medicaid Management Information System (GAMMIS).

Welcome, William Milheim
[Refresh session] You have approximately 19 min
Home | Contact Information | Member Inf
Account | Providers | Training | Claims
Home | **Secure Home** | Demographic In

User Information - Provider 007100

Provider Service Location Information	
Name	MILHEIM, WILLIA
Medicaid Provider ID	007100047A
National Provider ID	1962565432
Provider Type	PHYSICIANS/OSTEOPATHS

Address 1 371 ORR AVE
Address 2
City, State APOLLO, PA
Zip 15613-

Messages
*** No rows found ***

to begin:
>> Login in to the secure Web Portal
>> Select claims from the submenu, and then select new professional claim.

This tutorial provides instructions for completing a CMS-1500 claim along with specific instructions for completing a Medicare crossover claim. The examples are for illustration purposes only.

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper
Crossover Claims

How to Access Billing
Manuals & Crossover Resources

How to File a Crossover Using the secure Web Portal

This section contains billing information, billing tips and Medicare documentation requirements for Georgia crossover claims submitted on a CMS-1500 claim using the secure Web Portal.

NEW Effective July 1, 2011, the maximum period for submission of Medicare Crossover Claims to Medicaid has been reduced to not more than 12 months. This change is necessary due to Centers for Medicare and Medicaid Services (CMS) changes to timely filing limits for submitting claims for Medicare-FFS reimbursement.

Login to the secure the Web Portal, and select **Claims** from the main menu drop-down.

Next, click on the type of claim that you are filing - **New Dental**, **New Institutional**, or **New Professional Claims**.

The New Professional Claim Billing Panels include:

1. Professional Claim Information*
2. Diagnosis
3. Other Payer Claims Data*
4. Other Payer Adjustment Information*
5. Detail
6. Detail Other Payer Information*
7. Detail Other Payer Adjustment*
8. Hard-Copy Attachments*

*Fields and panels important for Medicare crossovers.

Claims
Search (Void, Adjust)
New Dental Claim
New Institutional Claim
New Professional Claim

A NOTE ABOUT CLAIM PANELS:

Each field which contains an asterisk (*) represents a required field.

Clicking add on a panel will activate the panel for entry. Users only need to click add again if a second record needs to be entered against the claim, otherwise, continue to the next panel.

The claim is not considered complete until all required fields have been completed with the appropriate data.

Steps 1 and 2 – Enter information on the Professional Claim and Enter Diagnosis Information

The screenshot shows a software interface for entering claim information. It is divided into several sections:

- Adjudication Information:** Includes fields for ICN/TCN (2311175000001) and RA Data.
- Billing Information:** Includes fields for Rendering Provider ID (007100047A), Member ID (1234567890), Last Name (DOE), First Name, MI (GEORGIA), Date of Birth (01/31/1934), Gender (F - Female), Patient Account # (GA67890123), Medical Record #, Referring Provider, and EPSDT Referral Codes.
- Claim Status:** Shows Total Paid Amount as \$0.00.
- Release of Information:** A dropdown menu is set to "Y - SIGNED STMT PERMITTING RELEASE".
- Related Causes Code 1 and 2:** Empty dropdown menus.
- Accident State:** A dropdown menu.
- Accident Date, Admit Date, Discharge Date, and Date of Death:** Fields with calendar icons.
- Patient Responsibility:** A field containing "\$39.59". A callout box explains: "Patient Responsibility: The total of the Medicare coinsurance and/or deductible." A red circle with the number "1" is placed over this field.
- PA/Precert Number and Referral Number:** Empty fields.
- Amount Totals:** Shows Total Charges as \$150.00 and PL Amount as \$0.00.
- Diagnosis Panel:** A table with columns for Seq Code, Diagnosis, and Description. The first row shows Seq Code 1 and Diagnosis 486 (PNEUMONIA, ORGANISM NOS). A callout box says "Diagnosis: Enter the patient's diagnosis/condition." A red box with a white note says "Note: You must click add to activate panel on the page before anything can be entered." A red circle with the number "2" is placed over the "add" button at the bottom right of the diagnosis table.

Enter information on the **Professional Claim** panel - complete the billing information and make sure to complete the **Patient Responsibility** field. This should reflect the total amount of the member's Medicare coinsurance and/or deductible.

Enter information on the **Diagnosis** panel - Enter the patient's diagnosis/condition information.

You must click add to activate the panel before anything can be entered or selected.

Step 3 – Other Payer Claims Data panel

Other Payer Claims Data	
A Claim Filing	MEDICARE PART B
Relationship	SELF
Last Name	DOE
First Name, MI Name	GEORGIA
Payer Resp	PRIMARY
Authorization Number	
Payer Identifier	999999
Insurance Co Name	
Group Name	
Group or Policy #	
Insurance Type Code	
Paid Date	
Paid Amount	

Type data below for new record.

Claim Filing*	MB - MEDICARE PART B	Payer Identifier*	999999
Relationship*	18 - SELF	Insurance Company Name	
Last Name*	DOE	Group Name	
First Name, MI*	GEORGIA	Group or Policy Number	
Payer Resp*	P - PRIMARY	Insurance Type Code	
Authorization Number		Paid Date	
		Paid Amount	

delete add

Entering information on the **Other Payer Claims** panel - This panel allows users to enter insurance information outside of Medicaid, such as Third Party Liability (TPL) or Medicare insurance. This is indicated by selecting the appropriate Claim Filing indicator from the drop-down box, such as Medicare Part A, Medicare Part B, etc., and completing the remaining applicable fields.

You must click add to activate the panel before anything can be entered or selected.

Step 4 - Other Payer Adjustment Information

Claim Filing* MB - MEDICARE PART B

Relationship* 18 - SELF

Last Name* DOE

First Name, MI* GEORGIA

Payer Resp* P - PRIMARY

Authorization Number

Payer Identifier* 999999

Insurance Company Name

Group Name

Group or Policy Number

Insurance Type Code

Paid Date

Paid Amount

4 Other Payer Adjustment Information - The data below is for the row selected above.

Claim Adjustment Group Code	Adjustment Reason Code	Adjustment Amount	Adjustment Quantity
A - Patient Responsibility	1	\$35.00	1.00

Type data below for new record.

Claim Adjustment Group Code* PR - Patient Responsibility

Adjustment Amount \$35.00

Adjustment Reason Code* 1

Adjustment Quantity 1.00

Enter information on the **Other Payer Adjustment Information** panel. This panel allows for the entry of TPL and/or Medicare coinsurance, deductibles, etc to be entered at a header level. When the **Payer ID** selected is **Medicare Part A for an inpatient type of bill**, select the row(s) that appear to enter the appropriate Medicare Coinsurance or Deductible amounts if applicable.

NOTE: The adjustment reason code is a HIPAA required field and is used to identify the reason why the other insurance did not make payment in full. Click on [Search] for a list of adjustment reason codes.

You must click add to activate the panel before anything can be entered or selected.

Step 5 – Detail

A		Item		1		Detail	
From DOS		Emergency		Emergency		Allowed Amount	\$0.00
To DOS		EP SDT/Fam Plan		EP SDT/Fam Plan		CoPay Amount	\$0.00
POS		PA/Precent Number		PA/Precent Number		Paid Amount	\$0.00
Procedure		Mammogram Certification Number		Mammogram Certification Number			
Procedure Description		DME Serial Number		DME Serial Number			
Modifiers	...	NDC		NDC			
Diagnosis Pointers		Drug Name		Drug Name			
Units	0.00	Drug Unit Count		Drug Unit Count			
Charges	\$0.00	Drug Unit of Measure		Drug Unit of Measure			
Rendering Provider		Status		Status			

Type data below for new record

Item	1	Emergency	
From DOS*		EP SDT/Fam Plan	
To DOS		PA/Precent Number	
POS*	[Search]	Mammogram Certification Number	
Procedure*	[Search]	DME Serial Number	
Procedure Description		<u>Drug Rebate Information</u>	
Modifier 1	[Search]	NDC	[Search]
Modifier 2	[Search]	Drug Name	
Modifier 3	[Search]	Drug Unit Count	
Modifier 4	[Search]	Drug Unit of Measure	
Diagnosis Pointer*		<u>Adjudication Information</u>	
Units*	0	Status	
Charges*	\$0.00	Allowed Amount	\$0.00
Rendering Provider		CoPay Amount	\$0.00
		Paid Amount	\$0.00

delete add copy

On the Detail panel, enter information about the service (s) being billed.

You must click add to activate the panel before anything can be entered or selected.

Steps 6 and 6a – Detail Other Payer Claims and Detail Other Payer Adjustment panels

-Detail Other Payer Information- The data below is for the row selected above.

Detail Item	Payer ID	Paid Amount	Paid Date
A 1	999999	\$103.41	01/31/2011

Type data below for new record.

Detail Item: 1 Payer ID*: 999999
 Paid Amount: \$103.41 Paid Date: 01/31/2011

delete add

-Detail Other Payer Adjustment Information- The data below is for the Detail Other Payer row selected above.

Detail Item	Claim Adjustment Group Code	Adjustment Reason Code	Adjustment Amount	Adjustment Quantity
A 1	Patient Responsibility	1	\$39.59	1.00

Type data below for new record.

Detail Item: 1
 Claim Adjustment Group Code*: PR - Patient Responsibility Adjustment Reason Code*: 1 [Search]
 Adjustment Amount: \$39.59 Adjustment Quantity: 1.00

delete add

Detail Other Payer Information Summary

Detail Item	Payer ID	Paid Amount	Paid Date
1	999999	\$103.41	01/31/2011

Detail Other Payer Adjustment Information Summary

Detail Item	Payer ID	Claim Adjustment Group Code	Adjustment Reason Code	Adjustment Amount	Adjustment Quantity
1	999999	Patient Responsibility	1	\$39.59	1.00

Step 6 - Detail Other Payer Information

For each Detail item added, providers will complete the Detail Other Payer Information panel to indicate TPL and/or Medicare information where applicable. To do so, after clicking add to activate the panel, choose the Payer ID* from the drop-down list. *This relates to the Payer Identifier entered on the Other Payer Claims Data panel.

Step 6a- Detail Other Payer Adjustment Information

When the Payer ID selected is Medicare Part B for an outpatient type of bill or professional claim, select the row(s) that appear on the Detail Other Payer Adjustment Information panel to enter the appropriate Medicare Coinsurance or Deductible amounts if applicable.

NOTE: The adjustment reason code is a HIPAA required field and is used to identify the reason why the other insurance did not make payment in full. Click on [Search] for a list of adjustment reason codes.

You must click add to activate the panel before anything can be entered or selected.

Step 7 – Hard-Copy Attachment panel

Hard-Copy Attachments		
Control Number	Transmission	Report Type
A		
Type data below for new record.		
Control Number	PATIENT DOCUMENTATION	
Transmission*	FX - By Fax	
Report Type*	EB - EOB (Coordination of Benefits or Medicare Secondary Payor)	
		<input type="button" value="delete"/> <input type="button" value="add"/>

NOTE: The upload capability will be made available when the transmission type is Electronic or File Transfer.

The HP Fax number for attachments is 1-866-483-1044.

Use the Hard-Copy Attachments panel (prior to submitting claim), to attach the Explanation of Medicare Benefits (EOMB) or COB Explanation of Benefits (EOB).

Step 8 – Submit the New Professional Claim

[Provider Billing Manuals](#)

You must click add to activate the panel before anything can be entered or selected.

Professional Claim		
<u>Adjudication Information</u>		
ICN/TCN	Claim Status	
RA Date	Total Paid Amount	\$0.00
<u>Billing Information</u>		

After completing all of the panels, scroll back to the top of the page and click submit. The claim will be submitted and an ICN (internal control number) will be assigned (if no other web panel edits appear). Please be advised that if you click the **submit** button, and the claim shows in a **Not Submitted** status, the claim may likely contain errors which will be displayed at the top of the claim submission panel. Review the errors, by scrolling up to the top of the page to make any necessary corrections. After corrections are made, click the **submit** button again. Links to **Provider Billing Manuals** are located on the top right of the page.

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper Crossover
Claim Forms

How to Access Billing
Manuals & Crossover Resources

Where to Send Paper Claim Forms (Original and Crossover)

Although paper claims are accepted, providers are encouraged to submit claims electronically through the Georgia Medicaid Web Portal or through PES (Provider Electronic Solution).

CLAIM TYPE	ADDRESS
Original or Resubmitted ADA 2006	ADA Dental Claims P.O. Box 105205 Tucker, Georgia 30085-5205
CMS-1500 Original or Resubmitted	CMS 1500 Claims PO Box 105202 Tucker, GA 30085-5202
CMS-1500 Crossover	CMS-1500 Crossover Claims PO Box 105203 Tucker, GA 30085-5203
Original or Resubmitted UB-04	UB-04 Claims P.O. Box 105204 Tucker, Georgia 30085-5204
UB-04 Crossover	UB-04 Crossover Claims P.O. Box 105203 Tucker, Georgia 30085-5203
Part B Only Inpatient Claims	Medicare Part B Only Inpatient Claims P.O. Box 105208 Tucker, Georgia 30085-5208

Medicare/Medicaid Differences/
Scope of Coverage for Medicare

How to File a Crossover Using
the secure Web Portal

Where to send Paper
Crossover Claims

How to Access Billing
Manuals & Crossover Resources

**WE HOPE THAT THIS
INFORMATION HAS
BEEN HELPFUL!**

**Click here to be taken to the
Georgia Medicaid Web Portal**

How to Access Billing Manuals & Crossover Resources

Manuals and crossover resources can be accessed from the Georgia Medicaid Web Portal. Go to www.mmis.georgia.gov. Then, from the main menu, select **Provider Information > Provider Manuals**.

Then search for:

- » Georgia ADA Dental Billing Manual
- » Georgia CMS 1500 Billing Manual
- » Georgia UB-04 Billing Manual

For specific policy regarding crossovers, search for:

- » **PART I of the Policies and Procedures for Medicaid/PeachCare for Kids - Chapter 300 (Coordination of Benefits and Third Party Liability); or, The Medicaid Secondary Claims User Guide**

IMPORTANT MEDICAID/MEDICARE CROSSOVER INFORMATION:

On 10/18/2010, ACS issued a Provider Notice regarding Medicare Secondary Payment changes.

Please go to www.mmis.georgia.gov and select **Provider Notices** from the **Provider Information** main menu. Then search and select the "Medicare Crossover Claims" publication released on 10/27/2010 to review in detail.

The screenshot shows the Georgia Medicaid Web Portal interface. The top navigation bar includes links for Contact Information, Member Information, Provider Information, and Provider Notices. A dropdown menu is open under 'Provider Information', listing various resources such as 'Medicaid Fair Home Health Presentation', 'Medicaid Fair Hospice Presentation', and 'Medicare Crossover Claims', which is highlighted in blue. To the right, a 'Provider Communication' email notification is displayed with the following details:

Subject:	Medicare Crossover Claims	P
Date:	October 18, 2010	M

The email body begins with "Dear Providers," and the first line of the message is "To bring the Medicaid Crossover claims reimbursement in line v".