

South Carolina  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
 Post Office Box 8206  
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 www.dhhs.gov

February 27, 2008

# MEDICAID BULLETIN

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**TO: Providers**

**SUBJECT: Third Party Liability (TPL) Tips and Training Opportunities**

The South Carolina Department of Health & Human Services (SCDHHS) is vested in assisting providers in their understanding of TPL requirements. As a result, the following “Tips” are being offered to equip you with important information to further enhance the extent of your participation in the Medicaid program.

In addition, SCDHHS will be offering TPL training opportunities for provider participation. All providers are encouraged to take advantage of this training session, which is designed to provide an in-depth overview of TPL in areas including reporting responsibilities, claim adjudication and resolution issues, and other resource information considered helpful. Specific schedules will appear later in this bulletin.

**Tip#1 - TPL Resources Available Upon Eligibility Verification**

The SCDHHS contracts with Medicaid Insurance Verification Services (MIVS) to maintain Insurance records in the Medicaid Management Information System (MMIS) for applicable beneficiaries. The insurance policy type, carrier code, policy number, and insured name are made available upon verifying eligibility so that providers can file to the primary resource before billing Medicaid. In the event a provider receives a rejected claim due to a known primary insurance, he should use the above information (which also is provided on the Edit Correction Form (ECF)). It is suggested that providers check eligibility for this information on a regular basis.

If a *casualty policy* type is recorded, a unique carrier code (CAS) is displayed. Providers are reminded that claims involving casualty are not subject to review and require no further steps if you prefer to bill Medicaid.

### **Tip#2 - Policy Type Health No Restrictions (HN)**

The Health No Restriction policy type (HN) is used to identify major medical policies, Health Maintenance Organization (HMO) policies and other comprehensive coverage. It is also used for specialty coverage that is “carved out” of medical plans such as dental and drug only policies. Providers have reported difficulties in knowing what services are a part of the coverage arrays, and are requesting further clarification before service delivery or billing. For example, if a medical provider sees that a Medicaid beneficiary has a State Health Plan (SHP) policy (Carrier code 400) and also Carrier code 401, he might assume that coordination with two major medical plans is required. In fact, coordination may not be required to Carrier Code 401 if the coverage indicates that a “dental only” policy is online.

To help providers in this situation, SCDHHS will soon activate a distinctive carrier code for the SHP Dental only coverage. Carrier code **401DN** is being created as a visual reminder, primarily to those providers who are not dentists that their claims would only need to be submitted to the SHP. Other carrier codes attempt to specify coverage such as 134, 134DN and 134RX. Alpha and numeric carrier code lists are available in the provider procedural manual and on the SCDHHS Website.

### **Tip#3 – Refusing Services and Other issues based on Third Party Coverage**

Providers are advised not to refuse services covered under the Medicaid program to beneficiaries because of the presence of an active insurance record. This is a federal regulation. Any reported violations must be investigated. Providers are also reminded that they cannot request a Medicaid patient to pay the primary plan’s co-pay. Only a Medicaid co-pay, where applicable, may be collected from the Medicaid patient. The Medicaid payment is considered payment in full. Medicaid patients may not be “balance billed” for charges that are over the Medicaid payment. Medicaid beneficiaries are responsible for Medicaid non-covered services only if they are advised in advance.

### **Tip#4 – Medicaid Health Insurance Information Referral Form (SCDHHS 931)**

If you are informed or become aware of changes to a beneficiary’s health insurance information, the Medicaid Health Insurance Information Referral Form 931 (see attachment) should be used to report this information. Many different events can warrant a change. Included below are a few examples that should be referenced on the form:

- Beneficiary is no longer covered by this insurance
- Policy has terminated
- New dependent should be added under the policy
- Beneficiary does not have maternity coverage

Once the Form 931 is received, the changes are verified and are updated to the MMIS within five (5) working days. Please allow this time to elapse before initiating another inquiry.

If you discover that SCDHHS has an insurance record online with a beneficiary’s social security number (SSN) as the policy number and you are aware that a different policy number is available, bill the claim with the SSN online and report the new “unique number” to SCDHHS on Form 931. SCDHHS is correcting this field on active policies in periodic batch jobs when it learns of this information.

**TPL Training**

SCDHHS is scheduling a number of training opportunities to assist providers with their TPL responsibilities. These sessions will address the following:

- Discovering insurance resources
- Understanding how claims with insurance should be billed to Medicaid
- Resolving edit correction forms for claims with TPL edits
- Where to send claims and where to send Form 931
- How and when to refund Medicaid
- Handling claims that have been pulled into Benefit Recovery

Enrollment is limited, so please register early for one of the training sessions listed below.

<b>Columbia, SC</b>	<b>Florence, SC</b>
Wednesday, March 12, 2008	Tuesday, April 1, 2008
BlueCross/BlueShield	Florence/Darlington Technical College
17 Technology Circle, Farrow Road	Bldg: Fred C. Fore Auditorium
Bldg: Palmetto GBA	2715 West Lucas Street
Time: 10:00AM- 1:00PM	Time: 10:00AM – 1:00PM
<b>SPECIAL INSTRUCTIONS:</b> Food and drink permitted. Parking is free.	<b>SPECIAL INSTRUCTIONS:</b> No food or drink permitted. Parking is free. Visitors may park in Lots A or B. Note: Please do not park in spaces designated for Technical College staff.
<b>Charleston, SC</b>	<b>Columbia, SC</b>
Tuesday, March 18, 2008	Wednesday, April 9, 2008
Main Library	BlueCross/BlueShield
Bldg: Auditorium	Bldg: Palmetto GBA
68 Calhoun Street	17 Technology Circle, Farrow Road
Time: 10:00AM-1:00PM	Time: 10:00AM – 1:00PM
<b>SPECIAL INSTRUCTIONS:</b> No food or drink permitted. Parking at library – 1 <sup>st</sup> hour free, \$.50 every half hour after.	<b>SPECIAL INSTRUCTIONS:</b> Food and drink permitted. Parking is free.
<b>Greenville, SC</b>	<b>Columbia, SC</b>
Tuesday, March 25, 2008	Tuesday, April 29, 2008
Greenville Technical College	BlueCross/BlueShield
506 Pleasantburg Drive	Bldg: Palmetto GBA
Bldg: TRC Auditorium	17 Technology Circle, Farrow Road
Time: 10:00AM – 1:00PM	Time: 10:00AM – 1:00PM
<b>SPECIAL INSTRUCTIONS:</b> No food or drink permitted. Parking is free.	<b>SPECIAL INSTRUCTIONS:</b> Food and drink permitted. Parking is free.

To register, visit the South Carolina Medicaid Provider Outreach web site, [www.scm Medicaid provider.org](http://www.scm Medicaid provider.org), or call Provider Outreach at 1-888-289-0709. Provider Outreach will confirm your registration and send you directions to the training.

Thank you for your continued support and participation in the South Carolina Medicaid program. If you have questions concerning this bulletin, please contact your program representative or the Department of Health, Development, and Recovery in the Division of Third Party Liability at (803) 898-2907.

/s/

Emma Forkner  
Director

EF/g

Attachment

**NOTE: To receive Medicaid bulletins by email, please send an email to [bulletin@scdhhs.gov](mailto:bulletin@scdhhs.gov) indicating your email address and contact information.**

**To sign up for Electronic Funds Transfer of your Medicaid payment, please go to the following link for instructions: <http://www.scdhhs.gov/dhhsnew/serviceproviders/eft.asp>**