

PACE/CRDP/SPBP

PROVIDER BULLETIN

April 5, 2013

REJECTED REVERSAL TRANSACTIONS

Dates of Service: 4/21/2012 – 03/24/2013

In September 2012, the Program identified PACE/CRDP/SPBP paid claims that providers had attempted to reverse. Although the claim was voided in the provider's system the reversal failed in the PACE system. The result was that providers received payment for a voided claim.

Affected providers were notified and lists made available of these unsuccessful voids. This list enabled providers to correct the reason for the failed reversal and resubmit the void.

On April, 2, 2013 the Program voided all failed reversals remaining in our system.

NOTE: Many of the failed voided claims have \$0.00 paid to the pharmacy. Although no money may be recouped, these claims are being voided to maintain the integrity of a cardholder's PACE/CRDP/SPBP medication history. These voided claims and, *when applicable*, voided dollar amounts will appear on provider's remittance advices dated April 19, 2013. Each program submitted void will be accompanied by the code "ZZ" in Field CLPØ6 "Claim Filing Indicator Code." The payment amount for this R/A will reflect these voided claims.

Following this systematic void, PACE will be reviewing reports on a weekly basis and continue to reverse claims that providers have attempted unsuccessfully to void. These Program reversed claims will be identified by the code "ZZ" in Field CLPØ6 "Claim Filing Indicator Code".

Questions may be directed to Provider Services at 1-800-835-4080.