

PACE/CRDP/SPBP

PROVIDER BULLETIN

March 2, 2016

REJECTED REVERSAL RECOVERY

The Program has identified PACE/CRDP/SPBP paid claims that providers have reversed from another payer's systems, but have been rejected by PACE, CRDP or SPBP. The result is the claim remains in the Program's history as a paid claim.

Although the program has previously alerted providers to this issue, the problem continues that, since the claim had been voided from the other payer's system, providers were unable to void a claim that their system identified as already voided.

Between March 21 and 24 2016, the Program will void all failed reversals remaining in our system through March 20, 2016. This void process has been automated and will occur on a weekly basis alleviating any further recoveries.

NOTE: Many of the failed voided claims have \$0.00 paid to the pharmacy since the primary paid the claim and the cardholder responsibility was less than the applicable Program copay. 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 advice dated April 8, 2016. 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 recovery process, rejected reversals will be voided on a weekly basis. 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.