

# Verification of Medicare Part B Secondary Payer Data

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# Today's Presenters

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# Objectives

- Understanding MSP eligibility protocol and knowing what steps to take to correcting beneficiary records, so claims will be paid correctly

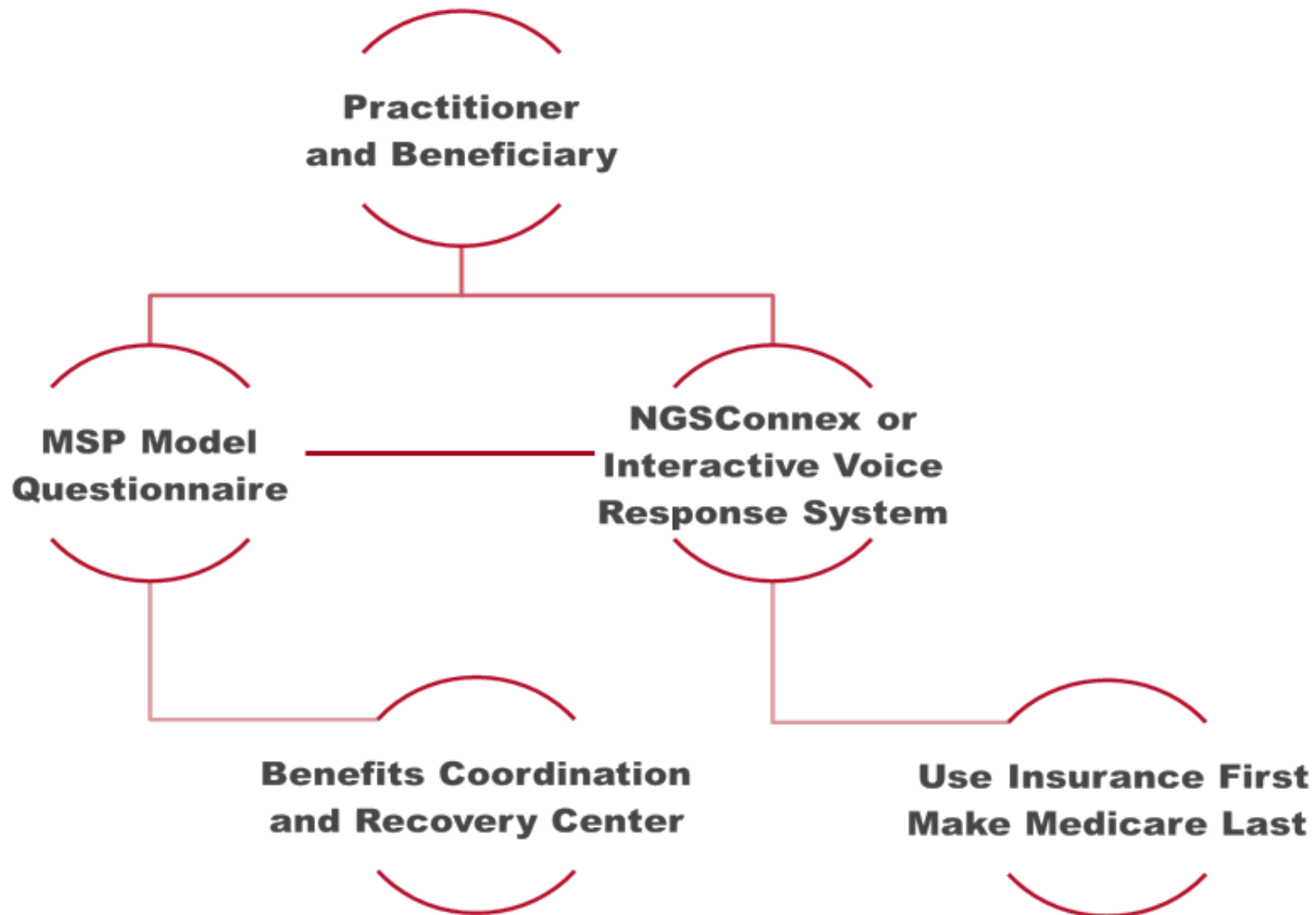
# Agenda

- Eligibility Protocol
- BCRC
  - Responsibilities
  - BCRC contacts
  - Provider action steps
- Case Study Scenarios

# MSP Eligibility Protocol

- Three basic steps all providers shall follow
  - Provider responsibilities of gathering data
  - Obtaining eligibility via NGSConnex or IVR system
  - Utilizing the BCRC for CWF updates

# Verification Steps





# MSP Types

- Group Health Plans
  - Working aged (12)
  - Disabled (43)
  - ESRD (13)
- Nongroup Health Plans
  - Workers' Compensation (15)
  - Automobile or other no-fault insurance (14)
  - Liability (47)

# Types of MSP Situations

- Group Health Plans

- Working aged (12)
- Disabled (43)
- ESRD (13)

Each have own set  
of provisions

All provisions  
are met

Medicare  
is  
Secondary

# Types of MSP Situations

- Nongroup Health Plans
  - Workers' Compensation (15)
  - Automobile or other no-fault insurance (14)
  - Liability (47)

Each have own set of provisions

All provisions are met

Medicare is secondary for certain conditions

# Other Government Programs

- Federal Black Lung Program
  - [CMS IOM Publication 100-05 \*Medicare Secondary Payer Manual\*, Chapter 3](#)
    - Section 30.2.3: Federal BL Program
- Veterans Administration
  - [CMS IOM Publication 100-02, \*Medicare Benefit Policy Manual\*, Chapter 16](#)
    - Section 50.1: Veterans Administration

# Provider Responsibilities

- Determine if Medicare is primary payer for services rendered
  - Maintain office procedures to identify primary payer other than Medicare at each visit
  - Bill other payers before billing Medicare
  - Submit MSP claims when required even if primary payer made payment in full
- [CMS IOM Publication 100-05, Medicare Secondary Payer Manual, Chapter 3, Sections 20.1 and 20.2](#)

# MSP Action Step One

## Collect Data

- Gather all facts and information
  - Ask patient, representative, or family member
- MSP Model Questionnaire
  - Can use hardcopy or online questionnaire
- [CMS IOM Publication 100-05, \*Medicare Secondary Payer Manual\*, Section 20.2 - Verification of Medicare Secondary Payer \(MSP\) Online Data and Use of Admission Questions](#)

# Action Step Two

## Check Eligibility

- [NGSConnex](#) – connecting and exchanging Medicare information to assist our providers
  - [NGSConnex User Guide](#)
    - Available 24/7
    - No cost
    - Internet access and email account
- [Interactive Voice Response System](#)
  - [IVR Conversion Tools](#)
    - Available beyond PCC hours

# MSP NGSConnex

Medicare Secondary Payer				
Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
<input type="text"/>	<input type="text"/>	Primary Payer to Medicare	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	Primary Payer to Medicare	<input type="text"/>	<input type="text"/>



# Action Step Three

## Benefits Coordination & Recovery Center

- When to Contact BCRC
  - Report employment changes, or any other insurance coverage information
  - Report a liability, auto/no-fault or workers' compensation case
  - Ask general MSP question
- [Benefits Coordination & Recovery Center \(BCRC\)](#)

# BCRC Responsibilities

- MSP program is in place to ensure Medicare is aware of situations when there is other insurance primary
- Coordination of benefits rules decide which entity pays first
- Activities related to collection, management, and reporting other insurance coverage for beneficiaries is performed by BCRC

# BCRC Contact Information

- Customer Service
  - Toll-free lines
    - 855-798-2627
    - 855-797-2627 (TTY/TDD)
  - Fax
    - 405-869-3307
      - Address fax to Medicare- MSP General Correspondence
  - Mailing address
    - Medicare – MSP General Correspondence
    - P.O. Box 138897
    - Oklahoma City, OK 73113-8897

# Updating Beneficiary Information

- BCRC undertaking to maintain most up-to-date and accurate beneficiary MSP information on Medicare's Common Working File
- Providers may call to update
  - With beneficiary in office
  - When beneficiary not in office
  - With new information
  - When beneficiary deceased
- [Benefits Coordination & Recovery Center- Medicare Secondary Payer](#)
- [Benefits Coordination & Recovery Center \(BCRC\)- Contact Information](#)

# Case Study Scenarios

# Is Medicare Secondary Payer?

Medicare Secondary Payer				
Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
1/1/2021	12/31/2022	Y	Working Age (012)	
3/25/2022		Y	Workers' Comp (015)	

# Is Medicare Secondary Payer?

## Medicare Secondary Payer

Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
1/1/2020	12/31/2020	N	Liability (47)	<input type="text"/>
3/25/2019	01/1/2021	Y- MSP	Working Ages (12)	<input type="text"/>
3/25/2019		Y	Workers' Comp (15)	
10/1/2020	12/31/21	Y- MSP	Disability (43)	

# What Do You Do?

- During the screening process patient tells you they have WC for an injury

Medicare Secondary Payer				
Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
04/14/20		Y	WC	<input type="text"/>
				<input type="text"/>



# What Do You Do?

- During the screening process patient tells you they have GHP through spouse actively employed, but you see this

## Medicare Secondary Payer

Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
04/14/18	12/31/19	Y	Working Aged (12)	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# What Do You Do?

- During the screening process patient tells you they recently retired 10/25/2021 and shows documentation from their employer's letterhead, but here's what you see

Medicare Secondary Payer				
Effective Date	Termination Date	Validity Indicator	Type	Insurer Name
01/01/2018		Y	Working Aged (12)	<input type="text"/>
				<input type="text"/>

# Thank You!

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?

