Provider Network News

Billing Electronic Visit Verification (EVV) Services as Secondary Insurance Claims

Key Details:

Program providers and FMSAs use TexMedConnect to bill their claims. Currently, TexMedConnect does not support electronic attachments and there are no future updates planned for TexMedConnect; therefore, program providers and FMSAs are not able to attach the EOBs.

This notice is to inform PCHP program providers and FMSAs to use the TexMedConnect Acute User Guide and to follow the instructions on the tab, other-insurance / submit claim.

TexMedConnect Acute User Guide

PCHP Coordination of Benefits (COB) Requirements:

When applicable, PCHP coordinates benefits with any other carrier or program that the member may have for coverage, including Medicare, Indicate 'Other coverage' information on the appropriate claim form.

If there is a need to coordinate benefits, PCHP requires at least one of the following items from the other carrier or program when submitting a COB Claim, please submit the EOB through Electronic claim submission or by mail.

- • Third-party remittance Advice (RA)
- • Third-party letter explain the denial of coverage or reimbursement

COB Claims received without at least one of these items will be mailed back too you with request to submit to the other carrier or program first. Please made sure that the information you submit explains any coding listed on the other carrier's RA or letter. PCHP cannot process your claim with this specific information.

When a service is billed to a third-party insurance resource other than PCHP, the Claim must be refiled and received by PCHP within 95 Days from the date of disposition by the other insurance resource. PCHP will determine, as a part of our provider Claims' filing requirements, the documentation required when a program provider refiles these types of Claims with the PCHP.

Electronic Claims Submission:

Parkland and Cognizant Healthcare Services, LLC (a subsidiary of Cognizant Technology Solutions) are partners. Part of that business venture includes encouraging our providers to submit electronic claims through Cognizant's TriZetto Provider Solutions (TPS).

Resources:

Claims Information for Providers | Parkland Community Health Plan | Parkland Community Health Plan (parklandhealthplan.com)

2.0 Uniform Managed Care Manual Claims Manual (PDF):

TexMedConnect Acute User Guide (tmhp.com)