

Provider Bulletin



News and Information

December 7, 2022

CMS Crossover Durable Medical Equipment (DME) Claims Not Sent to UCare for Payment

In early 2022, UCare had a connectivity issue with the Centers for Medicare & Medicaid Services (CMS) related to crossover claims. UCare and CMS remedied this issue beginning April 17, 2022. In July 2022, CMS and UCare coordinated a recovery process to resend crossover claims missing from the early part of 2022. Based on recent claims inquiries from DME providers, UCare and CMS found a gap in the recovery process. UCare has confirmed these claims were not included by CMS in the recovery process. UCare has also confirmed that DME claims cannot be included in a similar recovery process.

What does this mean for providers of DME?

Any crossover DME claims submitted to CMS between Jan. 1, 2022, and April 17, 2022, by a DME provider have not yet been received by UCare. These claims will not exist in any UCare system and will not be visible on the UCare Provider Portal. This is only for Medicare crossover claims.

What UCare plans are impacted by this?

This issue impacts members in UCare Connect, Minnesota Senior Care Plus and Prepaid Medical Assistance Program plans who have Medicare as their primary insurer (dually eligible, non-integrated plans). Only these plans where Medicare is primary and Medicaid is secondary are affected.

What should DME providers do if they suspect some of their crossover claims did not get to UCare?

Providers should **submit an original claim to UCare with the Medicare Remittance Advice attached** (it must be attached; without the Remittance Advice claims will deny for missing payment information from primary payer).

UCare has confirmed with CMS that while providers could re-submit the claim to CMS, CMS would likely deny as a duplicate and the Remittance Advice will be missing the original paid amount. If this happens, when the claim crosses over, UCare will systematically pay as primary, resulting in overpayments. These overpayments will be recouped by UCare.

UCare apologizes for this inconvenience and will prioritize claims processing for these DME COB claims once received.