

# PROVIDER Bulletin



July 25, 2017

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare)       Primary Care Physicians       Specialists  
 PHC (Medicaid)       Ancillary       Hospitals

## REMINDER: Electronic PHC Crossover Claim Submission

**PHC Accepts Crossover Claim Submissions Electronically;** claims for PHC dual services, Medicare or another Payer primary and PHC secondary, can be submitted claims electronically.

Electronic crossover claim submissions for members, with PHC as the secondary Payer, allows Providers to safely submit and track HIPAA-compliant electronic claims to PHC via Emdeon without manual intervention.

Electronic PHC secondary claims must be filed through Emdeon or through a billing service or clearinghouse to transmit to Emdeon and then route to PHC. Emdeon edits transactions according to the HIPAA-AS requirements. A limited number of Payer specific edits are also performed before routing transactions to PHC.

If a PHC crossover claim transaction fails either the HIPAA-AS or PHC edits, Emdeon will not forward the secondary claim to PHC for processing and adjudication. Emdeon will return an error message to the sender, (sender is defined as the entity that submitted the claims to Emdeon; this may be a Provider, billing service or another clearinghouse) to correct and resubmit the claims electronically. If you use a billing service or another clearinghouse to submit your transactions to Emdeon, it is the billing service/clearinghouse's responsibility to return the Emdeon file acknowledgements and EBRs to you.

### PHC & PHP Payor ID: 95411

Note: PHP/PHC Payor ID supports professional, institutional & dental claim submissions. **Dental Providers may also submit PHC secondary claims.**

Contact Emdeon and get set up as an ECS Provider if you are not currently submitting electronic claims. An *Eligibility Provider Setup Form* and *Claims Provider Setup Form* must be completed initially. To access Emdeon Enrollment Guide as well as aforementioned forms, please visit Emdeon's website at [www.emdeon.com](http://www.emdeon.com).

Emdeon Customer Service: 866.924.4634  
Website: [www.emdeon.com](http://www.emdeon.com)  
Payer Registration Information: <http://emdeon.com/enrollment>

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to [remon.walker@positivehealthcare.org](mailto:remon.walker@positivehealthcare.org).