



# **SoonerCare** Provider Reimbursement Notice

OKC Metro Area (405) 522-6205 / Statewide Toll-Free (800) 522-0114

## FQHC Claim Adjustment / Issues

OHCA PRN 2009-12

April 13, 2009

### FQHC Providers

#### **Adjustment to claims submitted by FQHCs for members with Medicare or TPL**

Claims filed with Medicaid primary for members with Medicare or other third party liability (TPL) were not being edited due to a system malfunction. The claims edit has been fixed and claims submitted for dates of service July 1, 2008 and after in which Medicaid paid as primary have been reprocessed. The reprocessed claims will be seen on providers' April 15<sup>th</sup> remit. If the reprocessing resulted in a denial of the claim, the claim must be resubmitted with the Medicare / TPL explanation of benefits (EOB) for appropriate payment.

**Follow-up: Claims submitted on or after January 1<sup>st</sup> 2009 for services outside the PPS rate that are incorrectly zero paying.**

This issue was detailed in [OHCA PRN 2009-10](#). It is our understanding that the system fix is imminent. Our IS department has been working this as an emergency and are hopeful that the system will be processing claims correctly within the next two weeks. FQHCs will be notified via a Provider Reimbursement Notice when the system is corrected and claims may be submitted / resubmitted.

Thank you for your patience and we apologize for the continued inconvenience. If this system error is creating a cash flow issue, please notify us and an advance for these services can be arranged until the system is corrected.

If you have any questions or require additional information please contact Kelly Botten in the Provider Reimbursement Unit by phone at (405) 522-7108 or by email at [Kelly.Botten@okhca.org](mailto:Kelly.Botten@okhca.org)

Thank you for your continued service to Oklahoma's *SoonerCare* members.