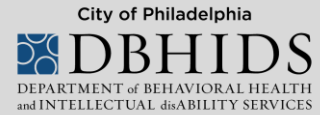




Provider Bulletin 20-21 October 20, 2020



Post Payment Recoveries Timeline Updated

According to the City of Philadelphia's contract with the Pennsylvania Department of Human Services (DHS-PA), Community Behavioral Health (CBH) is required to take all reasonable measures to ensure CBH is the payor of last resort when other third-party resources are available to cover the cost of medical services. The new post-payment recovery process will begin Thursday, November 19, 2020.

Please note that the post-payment recovery process has changed. Previously, CBH notified the providers when third-party resources were identified for claims paid inappropriately as CBH primary. Providers would review and resubmit the claims after coordinating benefits with the primary carrier, prior to CBH recovering the claims. Moving forward, CBH will recover payments immediately upon identification of third-party coverage. Providers will be responsible for resubmitting claims for review and reprocessing.

When CBH becomes aware of payments made on behalf of a CBH member who has valid third-party resources, post-payment recoveries will be pursued. If a provider is identified as having received an inappropriate payment, a post-payment recovery letter will be sent to the provider listing all the impacted claims that were retracted by CBH. Providers who receive such letters are required to bill the primary carrier(s) and resubmit the claim, along with a copy of the recovery letter and the final determination, for CBH review and processing. If the claim is being submitted electronically, the provider should include 'recovery' in the file name and notify CBH that the claims are being submitted. Electronic files need to be submitted as late submission. The provider has 90 days from the date of the post-payment recovery letter to resubmit the claims and EOB and/or final determination letter with the appropriate Claim Adjustment Group Code (CARC) and Remittance Advice Rejection Code (RARC) to CBH for re-processing consideration. The DHS-PA will pursue all cases that CBH is unable to recover.

Please submit questions about this Bulletin to Nil Gok at Nil.Gok@phila.gov.