



Provider Notice

MLTSS Claim Processing Hold

The Managed Long Term Services and Supports (MLTSS) program became part of HealthChoice Illinois starting January 1, 2018. MLTSS is for dual eligible individuals who receive full Medicaid and Medicare benefits, live in a nursing facility or receive waiver services, and are not enrolled in MMAI. For these members, Medicare is the primary payer and CountyCare, as the Medicaid MCO, covers Long Term Care (LTC), Home and Community Based (HCBS) waiver services (excluding DD waivers), non-Medicare behavioral health, and non-emergency transportation. Traditional Medicaid FFS covers Medicare crossovers and other services not covered by Medicare or CountyCare.

Medicare Remains the Primary Payer for All Dual Eligible Beneficiaries

- All Medicare covered services must be billed to Medicare.
- All non-Medicare covered long term care services, home and community based waiver services, non-Medicare behavioral health services, and non-emergency transportation services must be billed to the Medicaid MCO
- All other non-Medicare covered services covered by Medicaid (*e.g.*, non-Medicare Durable Medical Equipment, prescription drugs, inpatient hospital, dental services, vision services, etc.) should be billed to Medicaid FFS unless they are covered as part of a long term care facility per diem.

During a Program Integrity Audit, CountyCare discovered claims were paid for MLTSS members that should have been sent to and paid by Medicare. The payments may include claims for medical services, Medicare covered behavioral health services, and skilled nursing facility days. To isolate and correct the issue we have temporarily suspended processing of impacted claims. We believe this suspension is preferable to letting the error impact additional claims that would then be subject to recoupment.

We expect this suspension to be temporary and are confident that the programming fix will be in place in mid-August. We will rigorously test the code update and plan to begin processing MLTSS claims on a regular schedule starting August 16th.

We value you as a partner and appreciate your support. If you suspect that you may have been paid in error for a MLTSS member service or if you have any questions please contact Provider Relations at (312) 864-8200, CountyCare Provider Services at ProviderServices@countycare.com or your Provider Relations Representative.