

Medicare supplemental claim crossover delay for certain members

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On January 1, 2021, we migrated certain Anthem Medicare Supplemental member policies to a new claims system platform. Due to an Anthem coding error with this transition, claims for some of these members were not automatically crossed over to Anthem from Medicare for secondary payment. This issue impacted Medicare supplemental member claims with dates of service January 1, 2021 – April 15, 2021, with the following member ID prefixes: AZL, M8V, M8W and M8X.

We have corrected the coding error that caused this issue, and future claims for these members will cross over to Anthem automatically. Following is a summary of the action we are taking to correct this crossover error:

- For claims that have not yet been manually submitted to us for secondary payment, we are working with Medicare to have the claims resubmitted directly to us. We expect this will happen in the next 4-6 weeks, and no action is needed from your office.
- For claims that have been manually submitted to us for secondary payment, we have discovered that they may have been incorrectly paid as Anthem primary. If the Medicare primary payment information is present with the claim, we will reprocess those claims to pay as secondary and recover any monies overpaid as primary. No action is needed from your office.

We sincerely apologize for this error and are working as quickly as possible to reprocess these claims. Please do not attempt to collect payment from members for any impacted claims. If you have already billed members directly for these impacted claims and have received payment, please return those payments to the members as we will be processing these claims to pay your office.

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