



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Health Coverage Management Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

In reply, please refer to:

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Governor's Referral No.:

November 17, 2003

MEMORANDUM

ACS M03-21

TO: Medicaid Physicians and Psychologists

FROM: Aileen Hiramatsu, Med-QUEST Division Administrator

SUBJECT: MEDICARE PART B CROSSOVER CLAIMS

The Hawaii Medicaid Program has experienced a problem with the processing of Medicare Part B crossover claims. This problem stems from mapping of the provider identification number (PIN) on your Medicare claim to your Medicaid PIN. When a PIN is not mapped correctly, the result is a Medicaid payment to the wrong PIN or no payment since HPMMIS is not able to link the claim to any Medicaid PIN. Rather than making a payment to the wrong PIN, which will result in a subsequent adjustment, Med-QUEST and ACS State Healthcare have elected to suspend processing of these crossover claims temporarily until the mapping issue can be rectified.

Med-QUEST has been working with the Arizona AHCCCS staff and anticipates that this will be corrected by the week of November 17th. At that time, we will process all suspended Medicare crossover files in order of oldest to most current. You will begin to see the payments on your remittance advices the following week and will receive payment on the crossover claims on November 28th. If you do not see any payments, please contact ACS at 952-5570.

In the meantime, Med-QUEST and ACS continue to process all other claims and pay \$5-7 million each week. We sincerely apologize for this delay and for not issuing a formal notification to you earlier.