

September 2008

IMPORTANT PROVIDER NOTICE

COORDINATION OF BENEFITS (COB) INSTRUCTIONS FOR CAPITATED PROVIDERS

Peach State Health Plan (Peach State), as a Medicaid provider, must be the payor of last resort under federal regulation. In order to comply with this law, Peach State utilizes standard cost avoidance and COB processing rules as defined by the state.

STANDARD COB PROCESSING

- ◆ The provider will bill the primary carrier and the primary carrier will process the claim.
- ◆ If there is an additional allowable amount owed or a co-payment for the member, the claim should be sent to Peach State for processing with the primary carrier's EOP attached showing the payment.
- ◆ Peach State will process the additional reimbursement up to Peach State's allowable fee(s).

If you are a capitated provider by the primary carrier and do not receive an EOP or Remittance Advice showing the co-payment owed by the member:

- ◆ Submit to Peach State a letter stating that you are capitated, the primary carrier that you are contracted with under a capitated arrangement, and the amount of the co-payment the member is liable for under the primary carrier.
- ◆ The letter should be attached to your provider claim form and submitted with the original claim to Peach State for processing.

Peach State will honor the letter outlining the capitated carrier and co-payment amount as proof and process the additional allowable amount.

If you have additional questions regarding COB for capitated providers, please feel free to call 1-866-874-0633 or contact your Provider Solutions Representative.

SYNAGIS/RSV PROGRAM SEASON BEGINS IN OCTOBER

The Synagis season will begin soon, and Peach State would like to provide you with important information regarding the administration of Synagis in this 2008-2009 season. We will review all requests for home health administration of Synagis using InterQual criteria.

We will not approve home health administration for Peach State members who do not meet this criteria. For those patients who live a great distance from the doctor's office, we can provide non-emergent transportation.

SYNAGIS/RSV PROGRAM SEASON BEGINS IN OCTOBER [CONTINUED FROM PAGE 1]

For those patients who live a great distance from the doctor's office, we can provide non-emergent transportation.

To arrange transportation for a Peach Care for Kids member that may reside in the Atlanta, Central, and Southwest region, please call Southeastrans at 1-800-657-9965. For non-emergent transportation for Medicaid members, please contact Southeastrans at 1-866-991-6701 (Central) and 404-209-4000 (Atlanta). For Medicaid members in the Southwest region, please contact Southwest Georgia Regional Development at 1-866-443-0761.

In situations where urgent transportation is needed and cannot be coordinated with the DCH non-emergent transportation vendor in a timely fashion, Peach State's Member Services Representatives will coordinate transportation arrangements. **To contact Peach State's Member Services Department, please call 1-800-704-1484 (TDD/TYY 1-800-659-7487).**

We invite you to call the **Peach State Pharmacy Department** at **1-800-514-0083** with any questions regarding the Synagis/RSV program. Thank you for your attention to this information and for assisting us in streamlining this process.