



## Provider Alert

### New Auto Crossover Claim Submission Process

Effective March 6, 2017, UnitedHealthcare Community Plan of Florida has updated its crossover claims process. You no longer need to submit crossover claims to us to be reimbursed for the Medicaid portion of the claim. Instead your crossover claims will be processed automatically. This new process allows you to be reimbursed for dual-eligible claims without an additional submission step.

The change reflects a new auto crossover initiative from Florida Medicaid and the Centers for Medicare & Medicaid Services (CMS).

You will still submit your crossover claims to the Benefit Coordination and Recovery Center. After CMS pays the Medicare portion, crossover claims with remaining Medicaid balances will automatically be sent to UnitedHealthcare Community Plan of Florida.

#### Updating Your Crossover Claim Process

Because of this change, any crossover claims sent to UnitedHealthcare Community Plan of Florida will create duplicate claim submissions. Please adjust your current claim management system to eliminate any submissions for Medicaid balances.

For additional details on the initiative, please visit [portal.flmmis.com/flpublic](http://portal.flmmis.com/flpublic) > Agency Initiatives > Auto Crossover.

If we can answer any questions for you, please contact Provider Services at 877-842-3210.