

# Suspended Claims and Billing Information

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## *What happens when the insurance company sends the payment for a claim to the patient rather than the provider?*

- It is the provider's responsibility to obtain the payment from the beneficiary if the other insurance pays the beneficiary directly. Once payment has been obtained, report this payment on your claim to Medicaid.

## *Will Medicaid pay the full co-payment and deductible requested by the third party payer?*

- Medicaid will pay the co-pay and/or deductible so that the provider is paid up to the Medicaid maximum allowable.

## *If a provider is not contracted with the third party payer, will Medicaid pay the claim?*

- Medicaid is not liable for payment of services denied because coverage rules of the commercial health insurance were not followed. For example, Medicaid does not pay the point of service sanction amount for the beneficiary electing to go out of the preferred provider network.

## *What will happen to claims if the third party payer's coverage is discovered after Medicaid pays?*

- The provider will be asked to submit the claim to the third party payer and a claim adjustment will be completed on the claim to refund the Medicaid payment.