

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202117    MARCH 11, 2021

## Third-Party Liability Disallowance Project supports proper billing of Medicaid claims

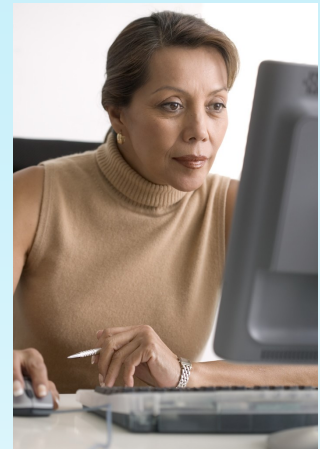
The Third-Party Liability (TPL) Disallowance Project supplies Indiana Medicaid providers with Medicare and third-party commercial insurance information to properly bill claims to the primary carrier. The Indiana Family and Social Services Administration (FSSA) Office of Medicaid Policy and Planning (OMPP) – through its fiscal agent, Gainwell Technologies, and subcontractor, HMS – manages the ongoing TPL Disallowance Project for the fee-for-service (FFS) benefit program.

HMS identifies paid Indiana Medicaid claims for which there is third-party coverage and notifies the providers of the claim and third-party coverage information. Providers are notified via U.S. Mail and provided with a list of the impacted claims. This notification is sent to the provider's mail-to address. Providers are given **60 days** to bill the third-party carrier and respond to HMS. The expectation is that the third-party carrier will pay the identified claims. If payment is not available from the other insurer, it is imperative that providers notify HMS within the allotted time period to avoid an inappropriate recoupment.

Providers are strongly encouraged to use the HMS Provider Portal to review claims included in the TPL Disallowance Project. On the HMS Provider Portal, providers can access a complete list of patients, claims, and primary insurance information necessary to file claims with other carriers when a patient has health insurance primary to Medicaid. Providers can use the HMS Provider Portal to review claims included in the disallowance, acknowledge or dispute recovery requests, and upload documentation. Using the Provider Portal will also help eliminate paper usage.

The HMS Provider Portal is a secure web-based application that allows 24-hour access to a provider's claim listings. To set up an account, providers can self-register at: <https://hmsportal.hms.com/registration>. Accounts can also be established by emailing HMS at [hmsppuserverification@hms.com](mailto:hmsppuserverification@hms.com) or by calling HMS at 1-855-554-6748.

Additionally, providers can contact HMS Provider Relations at 1-877-264-4854 or via fax at (214) 905-2064. If disputing the claims owed, providers need to provide documentation that the third-party carrier denied the claim, or no coverage was available for the claim. This documentation must be provided within the allotted 60-day time period, or the claims will be recouped.



### QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

### TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without photos, is available for your convenience.

### COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [Bulletins](#) page of the IHCP provider website at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

### SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

