



Show Me Healthy Kids
MANAGED BY HOME STATE HEALTH



Resolving Payment Discrepancies on Claims

Understand what happened and steps we will take to rectify the issue

In Q3 of 2023, we identified members enrolled in Home State Health Plan or Show Me Healthy Kids and Ambetter by Home State Health were not identified in our third-party liability (TPL) claims process, which triggers the Coordination of Benefits (COB). As a result, claims submitted by the provider to Home State Health or Show Me Healthy Kids for the impacted members were processed and paid under the member's Medicaid coverage rather than coordinating and adjudicating under the member's Ambetter Marketplace coverage.

Our commitment to resolution

We value our member and provider partnerships and are committed to resolving this in a manner that mitigates member and provider impact. In coordination with MO HealthNet, we will be adding Ambetter coverage information into our Medicaid system and claims will soon begin coordinating correctly between Home State Health or Show Me Healthy Kids and Ambetter. Home State Health and Show Me Healthy Kids will apply coordination of benefits rules according to MO HealthNet guidance.

- **No refunds or rebilling:** No need to worry about refunding previously paid claims or rebilling of claims.
- **Claims repricing and processing:** Impacted claims received since July 2022 will be reprocessed and paid by Ambetter according to Ambetter payment rules and applicable reimbursement. Reprocessed claims that result in payment amounts greater than what Home State Health or Show Me Healthy Kids paid will result in payment of the additional amount owed. An Explanation of Payment (EOP) will be provided with the explanation code EXmk and the provider's patient control number from the original paid claim to support with reconciliation to the claim paid on the EOP.
- **Protecting payments:** Should reprocessing result in a denial or lower payout, we will not recoup funds and previous payments will remain unchanged.

Mitigating member impact

Your patients won't face extra financial burdens:

- **Waived cost shares:** We plan to waive any cost share the member may have accrued had the claims processed under Marketplace. This is to minimize any inconvenience to our members.
- **Provider payments:** We intend to reimburse the provider any applicable member cost share amounts when the claim is reprocessed.

Timeline for adjudication

Repricing will begin in March 2024. Our goal is to adjudicate all impacted claims by June 1, 2024.

Accounts receivables reconciliation or additional questions.

We are here to assist you! Please call Provider Services at the numbers listed below for any assistance with reconciling accounts receivables.

- **Home State: 1-855-694-4663 / TTY: 711 • HomeStateHealth.com**
- **Show Me Healthy Kids: 1-877-236-1020 / TTY: 711 • HomeStateHealth.com**
- **Ambetter: 1-855-650-3789 TTY: 711 • Ambetter.HomeStateHealth.com**