DISCLAIMER

SoonerCare policy is subject to change. The information included in this presentation is current as of February 2023.

The most current information can be found on the OHCA public website at www.oklahoma.gov/ohca.
AGENDA

• Third Party Liability (TPL)
• TPL Claims
• HMS Information
• Resources
THIRD PARTY LIABILITY (TPL)
WHAT IS TPL

• Since Medicaid is payer of last resort, the TPL unit is responsible for pursuing third-party payers for both fee-for-service and SoonerCare program areas.

• TPL information is received from members, providers and health information systems, as well as other sources.
CHECKING FOR TPL
CHECKING FOR TPL
TPL - HELPFUL HINTS

• TPL is unable to add more than one carrier to the file if they are the same type of coverage.
• Have all the necessary information when calling TPL to add or term a carrier.
• If claims were denied due to TPL and a provider calls in to term the TPL, the provider will need to resubmit those claims.
• If a carrier’s website will not run eligibility, the provider needs to call the carrier to determine eligibility.
TPL CLAIMS
TPL CLAIMS - EDI

• If paid by primary:
  • Under Other Subscriber Information, in loop 2320, send the SBR segment, AMT segment and IO segment with the amount paid.
  • No attachment is required.

• If the primary denied the claim or applied to deductible:
  • The same procedure is followed, with 0.00 entered in the AMT segment.
  • Attach EOB from primary insurance.
TPL CLAIMS - PORTAL

• Institutional and Professional

• If paid by primary:
  • Select Include in the box “Other Insurance.”
  • The amount the primary paid needs to be added into the “TPL Amount” box.

• If the primary denied or applied to deductible:
  • Select Denied in the box “Other Insurance.”
  • Attach EOB from primary insurance.
TPL CLAIMS - PORTAL

Institutional

Professional
TPL CLAIMS - PORTAL

• Crossovers

  • If SoonerCare is secondary:
    • Select None in the box “Other Insurance.”

  • If SoonerCare is tertiary:
    • It is dependent on what the secondary payer does …
      • If the secondary paid, select Include in the box “Other Insurance.”
      • If the secondary denied or applied to deductible, select Denied in the box “Other Insurance,” and then attach the EOB from secondary payer.
TPL CLAIMS - PORTAL

Institutional

Professional
TPL CLAIMS - PORTAL

• HMO

• In the “HMO Copay” box select Yes.

• The primary EOB is required so it must be attached.
TPL CLAIMS - PORTAL

Institutional

Professional
HMS INFORMATION
HMS INFORMATION

• HMS is the TPL contractor for OHCA.
• HMS creates and oversees TPL projects from start to finish and reports the findings to OHCA.
• The overall goal:
  • To ensure that Medicaid remains the payer of last resort, allowing the State of Oklahoma to spend more of its health care dollars on the individuals entitled to them.
HMS PROCESS

• HMS notifies provider of claims which TPL is identified. Provider is instructed to bill claim to liable payer.
• Provider has 60 days to bill identified claim and provide results to HMS.
• Provider advises HMS if claim should not be recouped and supplies supporting documentation.
• HMS closes cycle at end of 60 days and sends OHCA claims to recoup.
• OHCA recoups identified claims.
HMS CONTACT INFORMATION

• HMS Third Party Liability Service Center
  • Phone: 877-253-5697
  • Fax: 214-905-2064

• Provider Portal
  • https://ecenter.hmsy.com
OHCA PUBLIC WEBSITE

OHCA’s public website is the best source for current SoonerCare information: www.oklahoma.gov/ohca.

- A Provider Toolkit is available to help providers locate helpful information online more efficiently.
- Find service-specific information such as rules, manuals, prior authorization, forms, and contracts for enrolling in the SoonerCare program and other important topics based on the services you provide on the Provider Types page.
- Policy and rules are available to review online.
HELPFUL TELEPHONE NUMBERS

• OHCA Call Center
  - 800-522-0114 or 405-522-6205; option 1

• Internet Help Desk
  - 800-522-0114 or 405-522-6205; option 2, 1

• EDI Help Desk
  - 800-522-0114 or 405-522-6205; option 2, 2
HELPFUL LINKS

• Agency Website
  - www.oklahoma.gov/ohca

• OHCA Provider Portal
  - www.ohcaprovider.com

• Provider Training
  - www.oklahoma.gov/ohca/providers/provider-training

• OHCA TPL Webpage
• Provider Quick Reference Guide
• OHCA Resource Guide
TRAINING RESOURCES

• Provider education specialists:
  - Education specialists provide education and training as needed for providers either virtually or telephonically.
  - Requests for assistance should be emailed to: SoonerCareEducation@okhca.org. (Requests should include the provider's name and ID, contact information, and a brief description of what assistance is being sought.)
  - For immediate claims or policy assistance, please contact the OHCA provider helpline at 800-522-0114.

• Monthly webinars
• How-to videos
GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105
oklahoma.gov/ohca
MySoonerCare.org
Agency: 405-522-7300
Helpline: 800-987-7767