

RMHP Medicare Billing Guide

Rocky Mountain Health Plans (RMHP) is authorized by CMS as a Medicare Cost Contractor to process claims for Part B covered services (such as physician services) for its Medicare members. RMHP offers multiple Medicare plans for which Medicare members pay an additional premium. Some of the benefits RMHP members receive include routine physicals, prescription drugs, and reimbursement of the coinsurance and/or deductible for Medicare covered services.

Participating Providers — Part B

Participating providers should bill RMHP for all Part B services so we can pay for all the benefits to which the member is entitled, including any additional benefits not covered by Medicare. Claims will process more quickly, and you may realize a higher reimbursement.

If you inadvertently bill Medicare primary and receive payment from them, you will need to refund Medicare payment. Once that is done, you can then bill RMHP primary.

*Please note that overpayments made by Medicare should always be returned to Medicare Part B Recovery with a completed Overpayment Refund Form and a copy of the Medicare remittance in question.

Mailing Address: Medicare Part B Recovery, 3101 S. Woodlawn, Denison, TX 75020

If you bill both Medicare and RMHP and receive duplicate payment, RMHP will retract its payment. When you or RMHP identify that you have received duplicate payment:

1. Return the amount of the plan's payment to RMHP.
2. Do not return payment to Medicare.
3. Send the Medicare Explanation of Medicare Benefits (EOMB) to RMHP; RMHP will then pay the applicable Medicare coinsurance and deductible.

Part B providers for ambulance, physical therapy, occupational therapy, speech therapy, or chiropractic services should continue to bill the Medicare carrier as primary for RMHP Medicare members.

Participating Providers — Part A

Part A providers such as hospitals, skilled nursing facilities, hospice care centers, home health agencies, and rehabilitation facilities must bill Medicare directly for primary payments for RMHP members with Medicare coverage.

Participating Providers — Part A and Part B Medicare Crossover Claims

RMHP receives direct claims crossover from Medicare for both Part A and Part B claims. Refer to your Explanation of Medicare Benefits (EOMB) for notice that your claim has crossed-over to RMHP. Do not submit a paper copy of the claim or EOMB if your Medicare EOMB indicates that your claim has crossed-over to RMHP. If you have a claim adjusted by Medicare you will need to send RMHP a copy of both the adjusted claim and the corrected EOMB in order for RMHP to reprocess the claim.

Nonparticipating Providers

Bill the Medicare carrier as primary insurer for members with Medicare coverage.

Getting Answers

If you have any questions regarding this billing process or the coordination of benefits for any specific member, please free to call Customer Service.

RMHP — 970-248-5036 or 800-854-4558

WINhealth Partners — 800-840-2211