

## Billing Guidance for Dual-Eligible Special Needs Plan (D-SNP) Members Under Healthfirst's Plans

Healthfirst aims to ensure that our billing policy maintains compliance with state and national industry standards. This alert provides billing information for Healthfirst Dual-Eligible Special Needs Plan (D-SNP) members.


- Life Improvement Plan (HMO D-SNP) (LIP):** Healthfirst LIP is a Medicare Advantage Dual-Eligible Special Needs Plan that offers members the benefits of Original Medicare and Medicaid, and more. This plan is designed for people who have both Medicare and Medicaid.

As a reminder, [federal law prohibits balance billing](#) of Qualified Medicare Beneficiaries (QMBs). Under current law, Medicare providers cannot balance bill a QMB. Section 1902(n)(3)(B) of the Social Security Acts prohibits Medicare providers from balance billing QMBs for Medicare cost-sharing.

**For D-SNP members, providers should bill Medicaid secondary insurance using CIN (Medicaid ID).**

**For billing purposes, please remember to reference the LIP Member ID card below to identify the CIN:**

### Sample LIP card

 <b>Life Improvement Plan (HMO SNP)</b>		This card does not guarantee coverage. If an emergency exists, go to the nearest Emergency Room or dial 911.													
<b>Member: JANE Q. SAMPLE</b> PCP \$0 Copay <b>Member ID: 0000000000</b> Specialist \$0 Copay Health Plan (80840) ER \$0 Copay Urgent Care \$0 Copay Medicaid COB May Apply.		<b>For Members</b> Member Services: 1-888-260-1010 (TTY: 1-888-542-3821) Nurse Help Line: 1-855-887-7333 (TTY: 711) Teladoc: 1-800-835-2362 Dental: 1-800-508-2047 Vision: 1-800-753-3311 Website: healthfirst.org/medicare													
CIN: XXXXXX RxPCN: 004388 RXPCN MEDDADV RxGrp Rx1110 Provider Name: <b>Dr. John Doe</b> Provider Phone: <b>1-212-123-4567</b> Coverage provided by Healthfirst Health Plan, Inc. Visit <a href="#">MyHFNY.org</a> to find a doctor, view your benefits, and more!		<b>For Providers</b> <table border="0"> <tr> <td>Medical Eligibility: 1-888-901-1660</td> <td>Pharmacy Help Desk: 1-866-693-4620</td> </tr> <tr> <td>Prior Authorization: 1-888-394-4327</td> <td>Claims: CVS Caremark</td> </tr> <tr> <td>Electronic Claims: <b>Payer ID 80141</b></td> <td>P.O. Box 52066</td> </tr> <tr> <td>Paper Claims: Healthfirst Claims Dept.</td> <td>Phoenix, AZ 85072-2066</td> </tr> <tr> <td></td> <td>P.O. Box 958438</td> </tr> <tr> <td></td> <td>Lake Mary, FL 32795-8438</td> </tr> </table>		Medical Eligibility: 1-888-901-1660	Pharmacy Help Desk: 1-866-693-4620	Prior Authorization: 1-888-394-4327	Claims: CVS Caremark	Electronic Claims: <b>Payer ID 80141</b>	P.O. Box 52066	Paper Claims: Healthfirst Claims Dept.	Phoenix, AZ 85072-2066		P.O. Box 958438		Lake Mary, FL 32795-8438
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MedicareRx Prescription Drug Coverage X CMS: H3359-021		HFNY21													

# Provider Alert

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## Resources:

- [New York State Medicaid Update - May 2012 Volume 28 - Number 3 \(ny.gov\)](#)
  - This article provides guidance to Medicare providers to help them avoid inappropriately billing Qualified Medicare Beneficiaries (QMBs) for Medicare cost-sharing, including deductible, coinsurance, and copayments. This practice is known as "balance billing."
- [New York State Medicaid Update - October 2019 Volume 35 - Number 10 \(ny.gov\)](#)
  - Reminder to all providers on billing requirements for Medicare Part C claims that are submitted to Medicaid for payment of patient responsibility
- [Dually Eligible Beneficiaries Under Medicare and Medicaid \(cms.gov\)](#)
  - Billing Prohibitions for QMBs: All original Medicare and Medicare Advantage providers and suppliers – not only those that accept Medicaid – cannot charge QMBs for Medicare cost-sharing for covered Parts A and B services
- [Prohibition Billing Dually Eligible Individuals Enrolled in the Qualified Medicare Beneficiary \(QMB\) Program \(cms.gov\)](#)
  - Reminder for all Medicare providers and suppliers, including pharmacies, that they [may not bill beneficiaries](#) enrolled in the QMB program for Medicare cost-sharing

If you have any questions, contact your Network Account Manager, or call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, "Healthfirst").