

How To Submit a Medicare Crossover Claim



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Step 1

Navigate to the Claim Entry Screen.
Select Create Claims.
Select the Claim Type.

Step 2

On the claim form, find the section labeled "Member Information." Expand the panel. Within the expanded section look for "Other Insurance Information." Open the sub-panel to display the fields for entering additional insurance details.

Step 3

Indicate Other Coverage
Locate the field "Does the member have other insurance?" Select "Yes."

Select Insurance Type
Locate the field labeled: Please identify if there is another benefit plan whether services were paid or denied.
Select "Medicare."

Important Note

Selecting Medicare here is required for the claim to be recognized as a Medicare crossover claim.

If Medicare is not selected, the system will not process the claim as a crossover, which can lead to processing issues or denials.

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Step 4

Once Medicare is selected, enter all required information for the claim.

After selecting Medicare as the insurance type, the system displays the Medicare Adjudication Amounts panel.

Step 5

After entering all Medicare information, fill out any remaining required fields on the claim form.

Review the claim for accuracy.

Submit the claim for processing.