

# PACE/CRDP/SPBP

## PROVIDER BULLETIN

March 23, 2016

### POSTPONED

#### REJECTED REVERSAL RECOVERY

The Rejected Reversal Recovery project originally slated to occur in late March has been rescheduled. The voided “rejected reversals” will be on the R/A dated May 27, 2016.

The Program will void all failed (rejected) reversals remaining in our system through May 8, 2016. Many of the failed reversal claims have \$0.00 paid to the pharmacy since the primary paid the claim and the cardholder responsibility was less than the applicable Program copay. Although no money may be recouped, these claims are being voided to maintain the integrity of a cardholder’s PACE/CRDP/SPBP medication history. These voided claims and, *when applicable*, voided dollar amounts will appear on provider’s remittance advice dated May 27, 2016. Each program submitted void will be accompanied by the code “ZZ” in Field CLPØ6 “Claim Filing Indicator Code.” The payment amount for this R/A will reflect these voided claims.

Following this recovery process, rejected reversals will be voided on a weekly basis. These Program reversed claims will be identified by the code “ZZ” in Field CLPØ6 “Claim Filing Indicator Code”.

Questions may be directed to Provider Services at 1-800-835-4080.