



Please Note:

- For an update regarding claims that could not be automatically reprocessed, see [Web Announcement 2308](#).

July 31, 2020

Web Announcement 2262

Update Regarding Professional Crossover and Outpatient Crossover Claims Payment Issue: Claims Have Been Reprocessed

Update to [Web Announcement 2174](#): Professional crossover and outpatient crossover claims submitted through the Provider Web Portal between March 21, 2019, and December 16, 2019, that may not have paid correctly have been automatically reprocessed. A system error caused duplicate rows of Medicare Information to be generated for these claims, which may have impacted claims payment. Results of the reprocessed claims appear on remittance advices dated July 31, 2020.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.