

# How to submit a TennCare crossover Part B pharmacy claim

## Quick reference guide

Members enrolled in a Dual-Eligible Special Needs Plan (D-SNP) receive pharmacy coverage through both Medicare and Medicaid. This guide explains Medicaid enrollment, claim submission and electronic payment options.

### Register with Tennessee Medicaid

To participate in Tennessee's Medicaid program and receive reimbursement from the state for pharmacy services, you must first **enroll with TennCare** and receive a Medicaid ID number. Your Medicaid ID number is required on all claim submissions.

### Member's dual eligibility

The member's UnitedHealthcare Community Plan ID card displays their ID number. When billing D-SNP plans, first verify the insurance carrier(s) responsible for the member's benefits. A single carrier can cover both Medicare and Medicaid benefits, or the member can have coverage from 2 separate carriers, the primary carrier covering Medicare benefits and the secondary carrier covering Medicaid benefits. Take the following steps based on carrier coverage:

- If the member's Medicare and Medicaid plans are both with UnitedHealthcare, submit only the Medicare claim to us for processing. Our system will automatically cross the Medicare claim to the member's Medicaid plan.
- If the member's Medicare and Medicaid coverage are through 2 carriers, the primary Medicare carrier will process the claim first and send you the explanation of benefits (EOB) or provider remittance advice (PRA) notice within 60 days. The EOB or PRA shows the amount paid by the primary carrier and the remaining balance. You'll submit a CMS-1500 claim to UnitedHealthcare Community Plan, the secondary carrier, for the cost-share amount, along with a copy of the EOB or PRA from the primary carrier.

### How to submit claims

You can submit pharmacy claims using one of the following methods:

- **Electronic Data Interchange (EDI)**
  - Enter payer ID 95378
  - Submit the claim using the 837 EDI transaction
  - Review the acknowledgment report to verify if the claim was accepted or rejected
- **UnitedHealthcare Provider Portal**
  - From any page on [UHCprovider.com](https://UHCprovider.com), select Sign In and enter your One Healthcare ID.
  - o If you don't have a One Healthcare ID, register at [UHCprovider.com/access](https://UHCprovider.com/access)

- **UnitedHealthcare Provider Portal (cont.)**

- Once you're in the portal, select Claim Submission and complete the fields

For detailed information on submitting claims through our portal, review our [Claim Submission interactive guide](#).

- **Paper**

- Enter the claim information on the CMS-1500 form

## Completing the CMS-1500 claim form

Use the UnitedHealthcare Community Plan ID number on the member's card for filing claims with UnitedHealthcare Community Plan of Tennessee. The national provider identifier (NPI), taxonomy codes(s) for the billing health care providers, and Medicaid ID number for your tax identification number (TIN) must be included on all claims. Use the CMS-1500 form to submit 1 National Drug Code (NDC) for each HCPCS code:

- **Box 24D (un-shaded areas)**
  - Enter the 5-character HCPCS code that describes each procedure
  - Enter the modifier, if applicable (up to 4), that applies to each procedure code
- **Box 24A (shaded area)**
  - Enter N4 to indicate an NDC
  - Enter the 11-digit NDC, including all leading zeros
  - Enter the 2-letter abbreviation for the unit of measurement:
    - o FL = international unit
    - o GR = gram
    - o ML = milliliter
    - o UN = unit(s)
  - Enter the number of units, up to 5 (1 decimal and 3 digits after the decimal). Do not leave any blank spaces.

When billing multiple units for the same procedure on the same date of service, enter the procedure code only once, with the appropriate number of units. The total bill reflects the amount charged for all the units.

## Get paid electronically

Select one of the following ways to get reimbursed through **Optum Pay**:

- ACH direct deposit
- Virtual card payment



### Questions? We're here to help.

For chat options and contact information, visit our [contact resources](#).