

# Customer Service Alert



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**Subject:** PAYER TRANSACTION CHANGE - Alert  
**Date:** 06/23/2009  
**LOB:** Institutional/Professional  
**Payer(s):** 62413 -RURAL CARRIER BENEFIT PLAN and NRLCA Staff Plan  
71412 - MUTUAL OF OMAHA INSURANCE COMPANY

**Topic:**

Coventry Health Care will be undergoing a claims payment system consolidation for claims associated with various Federal plans, formerly known as Mutual of Omaha. Effective July 1, 2009, claims for the Rural Carrier Benefit Plan, NRLCA Staff Plan members should be submitted to payer id, 62413 instead of the current payer id of 71412. This change only impacts members for these aforementioned groups. Other Mutual of Omaha members will still have claims submitted to the current Mutual payer ID 71412. If a member presents an ID card for any of these plans, please begin submitting those claims to payer ID 62413 after July 1, 2009, for any date of service.

Claims sent by Emdeon Business Services for any of these benefit plans through ID 71412, beginning June 17th, 2009 through June 30, 2009, will not be processed until after the consolidation is complete. Some acknowledgement reports for effected claims will not be provided to Emdeon and the providers until after July 1, 2009. Paper claims will follow the same schedule as EDI claims.

**Action Required by Customer:**

PLEASE NOTE:

- 1) Rural Carrier Benefit Plan, NRLCA Staff Plan members will be issued new id cards. The new ID numbers are 11 digits long with the last two digits containing the sequence 01 for subscriber, 02 spouse, 03 first child, etc. Please make sure to obtain a copy of each patient's new ID card.
- 2) A submitter may see a few additional rejection messages relating to invalid coding, if applicable. Currently, these claims may file and then deny via an EOB/RA instead of the faster upfront rejection process that will be in place after the upgrade.
- 3) For a 120-day grace period, claims inadvertently sent to payer id 71412 will be routed to the new payer adjudication system for processing. Claim status inquiry responses and ERA's will be available through payer id 62413.
- 4) Payer ID 62413 is currently used by Mail Handlers Benefit Plan and claims submitted for that plan will be unaffected by this consolidation and will process normally. Submit claims for any dates of service to the new electronic payer id beginning 7/1/2009.
- 5) Request a copy of each patient's new ID card and begin submitting claims with the new individual ID numbers.
- 6) Review acknowledgement reports closely beginning July 1, 2009, for claims submitted during the consolidation period.

Thank You for your attention and cooperation,

**Emdeon**

**CSA ID: 1-5G1GFP**

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