

# Institutional and professional fee-for-service Medicare crossover claims

UnitedHealthcare Community Plan of Tennessee

## **New effective date change for DSNP crossover claims**

There is a delay in the start date for all institutional and professional fee-for-service DSNP crossover claims transitioning to UnitedHealthcare Community Plan of Tennessee for adjudication. This delay is due to issues with system testing. The new effective date for crossover claims is **March 1, 2024**.

Starting **March 1, 2024**, we will process all DSNP claims with dates of service Jan.1–Feb. 29, 2024, where UnitedHealthcare Community Plan is the payer of last resort, after you bill Medicare and private insurance.

## **What this means for you**

Please follow your current process for submitting your DSNP claims to your primary payer. **No additional action is needed on your part for these claims until March 1**. Submitting claims directly to us as a crossover payer prior to March 1 may cause additional delays in processing.

## **Questions? We are here to help.**

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.