

# Other Coordination Of Benefits Policy Reminders and Resources

## Objective

The goal of this training is to increase the understanding of coordination of benefits (COB) between other insurance plans and ForwardHealth, this section includes other COB policy reminders and resources.

## Agenda – Other COB Policy Reminders and Resources

- Payment of claims
- Non-reimbursable commercial health services
- Cost sharing
- Resources

## Payment of Claims

- Claim submission to ForwardHealth does not guarantee payment.
- Providers are required to meet all ForwardHealth requirements, including billing a member's other health insurance sources.

## Non-reimbursable Services

- Providers are not reimbursed for the following:
  - Services covered by a commercial health insurance plan, except for coinsurance, copayment, or deductible.
  - Services for which providers contract with a commercial health insurance plan to receive a capitation payment for services.
- Refer to the Non-reimbursable Commercial Health Insurance Services topic (#604) for more information.

## Cost Sharing

- According to federal regulations, providers cannot hold a member or authorized person acting on behalf of the member, responsible for any commercial or Medicare cost-sharing amount such as coinsurance, copayment, or deductible, if the service is covered by both the primary payer and Medicaid.
- The provider should collect from the member **only** the ForwardHealth copayment amount indicated on the provider's remittance advice (RA).
- Refer to the Cost Sharing topic (#538) for more information.

## Additional COB recorded trainings available

- General Concepts of Coordination of Benefits
- The Coordination of Benefits Process

## Resources

- Online Handbook
  - <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx>
- Companion guides
  - <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Account/StaticHTML.aspx?srcUrl=CompanionDocuments.htm>
- Provider Services - 800-947-9627
- Electronic Data Interchange helpdesk at 866-416-4979
- Portal helpdesk at 866-908-1363
- Professional Relations representatives



**Thank You**