

November 2017

Extension requests for third-party liability and coordination of benefits post-payment recoveries

On March 1, 2017, the Louisiana Department of Health revised *Health Plan Advisory 17-1: Post-Payment COB Recoveries from Providers and Liable Third Parties*. Per the advisory, providers can request an additional 30-day extension when they have billed the liable third party and have not received an *Explanation of Benefits*.

Post-payment coordination of benefits (COB) recoveries from providers and liable third parties

Effective April 10, 2017, post-payment recovery for third-party liability (TPL)/COB is necessary when a Healthy Louisiana managed care organization (MCO) has not established TPL for payments already made when a legally obligated third party is later identified.

How do I request a 30-day extension?

Once the MCO seeks recovery of reimbursement, the provider has 60 days from the date stamp of the recovery letter to refute the recovery; otherwise, recoupment from future remittance advice will occur.

Providers should not send a refund check or initiate a void or adjustment request on these claims. Healthy Blue will initiate an automatic recoupment in 60 days if an extension request is not received.

If a provider does not receive a response from the member's primary carrier(s) within 60 days, the provider may contact Healthy Blue prior to the due date to request an additional 30-day extension. To request an extension, providers should call **1-844-521-6942**.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

<https://providers.healthybluelouisiana.com>

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