



Network Development Update
January 2018



Coordination of Benefit Claims
(Secondary Billing)

McLaren Health Plan (MHP) is reviewing and analyzing members' gaps in care. MHP's outreach coordinators have been working closely with your office staff to improve members' access to care. As we are working with your offices, there has been a trend identified indicating that secondary claims are not being submitted to MHP. Per the provider agreement, your office is **REQUIRED** to submit a claim for services rendered. If a primary insurance paid the claim, it is crucial you bill MHP as a secondary payer.

MHP can accept and process electronic secondary claims. To ensure appropriate adjudication of secondary claims, primary insurance payments must be reported at the line level, not at the claim level.

In addition to claim payment, claim submissions are used for quality measurement, including Pay for Performance (P4P) and provider incentive payments. Without a claim on file, MHP cannot determine services you provided for a member, and you may not receive the appropriate payout for the performance incentives.

If you have any questions or are having difficulty submitting a secondary claim, please contact Customer Service at (888) 327-0671.

McLaren Health Plan thanks you for the quality care you deliver!

PCP Feedback (Please print)

Comments, requests, questions, etc.: FAX to **(877) 502-1567**

Name _____ Phone _____

Email _____
