

## NFP-BNGA Guidance: Adjusted Best Practice Surrounding UPMC's MSP Attestation Submissions



We are all eager to ensure UPMC Clients are aware of the recent changes surrounding claims adjudication for members with Medicare deemed primary over their Group Health Plan coverage.

It is important that UPMC receive group size attestation responses from the groups they have outreached to for their Medicare Coordination of Benefits (Medicare Secondary Payer Ruling-MSP) status.

It is specifically vital if the client is clarifying that they consist of 20 or more employees & UPMC needs to update their Coordination of Benefits records.

If you have questions about this topic, its significance or the aftereffect, please outreach to our team.

Overview of UPMC MSP Attestation outreach timeline:

- Current Outreach - These requests had been issued in February to groups (with <19 enrolled) that renew in the months of *July through December*. Claim adjudication changes to contract for those confirmed (or by default, assumed) as  $\leq 19$  Employees will take effect at their upcoming 2021 renewal
- Upcoming Phases – claim adjudication changes to the following contracts for those confirmed (or by default, assumed) as  $\leq 19$  Employees, will take effect at their 2022 renewal
  - phase 2: Requests to groups (with  $\leq 19$  enrolled) that renew in the months *January through April* are tentatively expected to go out in late July, early Aug.
  - phase 3: Request to groups (with  $\leq 19$  enrolled) that renewal in months *May & June* (date released to be determined after phase 2)

***We have received clarified best practices from UPMC on how clients must submit their responses to the UPMC Attestation requests – see chart below.***

***Unfortunately, it is not deemed acceptable to remit paper copies of completed documentation for clients that have been issued their attestation electronically.***

***Please Note: Any paper submissions (from a group that received the form electronically) emailed to the carrier or our team within the month of May or later cannot be processed by the HealthPlan (unless special exception had been obtained/confirmed). Clients must be redirected to the following guidance for completion.***

Client Situation	Submission Instruction
For a Group that has been issued an electronic MSP Attestation email, but has not yet completed the steps electronically	<ul style="list-style-type: none"><li>• The client contact should locate the original UPMC Attestation email (or one of their reminders) to click the link and complete the process electronically</li><li>• If the client cannot locate their UPMC attestation email, please contact your NFP-BNGA team lead. We can request that UPMC retrigger the email to the primary contact's attention.</li></ul>

Client Situation	Submission Instruction
For a Group that has previously submitted an electronic response, but is in need of amending the submission with corrected answers	<p>The client's amended response should be completed electronically for UPMC to update their records.</p> <ul style="list-style-type: none"> <li>• Please let your NFP-BNGA contact know that an amendment is necessary</li> <li>• We will request that UPMC Account Management issue a replacement UPMC Attestation email to the group's primary contact</li> <li>• They should keep on the lookout for the UPMC Attestation email in their inbox to complete the process electronically</li> <li>• When the recipient clicks the link to complete the attestation, there will be questions on page 1 that allows them to select the following, then they can proceed with the revised responses to overwrite their previous submission. <ul style="list-style-type: none"> <li>○ "My company is a CURRENT client of UPMC Health Plan", and proceed to the following related question with the response of...</li> <li>○ "Correction to previously submitted Employer Attestation Form previously provided."</li> </ul> </li> </ul>
Client Situation	Submission Instruction
For a Group where an email address was not on file with the carrier & a <i>mailed</i> copy of the MSP Attestation packet was sent to the group contact	<ul style="list-style-type: none"> <li>• It is ideal if we could convert this situation to one where an electronic email is issued &amp; simultaneously have UPMC's records updated to include the primary contact's email address for enhanced communications in the future. <ul style="list-style-type: none"> <li>○ Please let your NFP-BNGA contact know what email address should be used to reach the client primary contact.</li> <li>○ We can have UPMC's records updated &amp; request that the electronic MSP Attestation email is triggered to their attention.</li> <li>○ They should keep on the lookout for the UPMC MSP Attestation email in their inbox (or possible junk/spam folders) to complete the process electronically</li> </ul> </li> <li>• Otherwise, if there is no means in which this request can be sent to the client electronically, they should follow the instruction provided on their carrier outreach letter. <ul style="list-style-type: none"> <li>○ It is critical that the form is completed in its entirety.</li> <li>○ A partially remitted document cannot be processed by the carrier. <i>There is no firm guarantee for how pushback to the group may (or may not) occur.</i></li> </ul> </li> </ul>

If you find yourself with process questions surrounding a scenario not listed above, please feel free to outreach to Cheranne Jurena ([cheranne.jurena@nfp.com](mailto:cheranne.jurena@nfp.com) | 724.940.9480) or your dedicated NFP team lead...

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Thank you for your continued partnership!