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# CMS Manual System

## Pub. 100-04 Medicare Claims Processing

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Department of Health &  
Human Services (DHHS)  
Centers for Medicare &  
Medicaid Services (CMS)

Transmittal 142

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### CHANGE REQUEST 2502

**I. SUMMARY OF CHANGES:** The information from Part 4 Section 3103 and 3110 was not correctly transferred to the IOM. This corrects the IOM. No new material is added.

**MANUALIZATION - EFFECTIVE DATE: N/A**

**\*IMPLEMENTATION DATE: N/A**

*Disclaimer for manual changes only: The revision date and transmittal number apply to the red italicized material only. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual not updated.)**

**(R = REVISED, N = NEW, D = DELETED) – (Only One Per Row.)**

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
R	1/10.1.6/Railroad Retirement Beneficiary Carrier
D	1/10.1.8/United Mine Workers of America (UMWA)
R	1/10.1.9/Disposition of Misdirected Claims to the Carrier
R	1/10.1.9.1/A Local Carrier Receives a Claim with Some or All Services that are in Another Local Carrier's Payment Jurisdiction
R	1/10.1.9.2/A Local Carrier Receives a Claim for an RRB Beneficiary
R	1/10.1.9.3/ A Local Carrier Receives a Claim for a UMWA Beneficiary

**\*III. FUNDING:**

**These instructions shall be implemented within your current operating budget.**

**IV. ATTACHMENTS:**

	<b>Business Requirements</b>
x	<b>Manual Instruction</b>
	<b>Confidential Requirements</b>
	<b>One-Time Notification</b>
	<b>Recurring Update Notification</b>

**\*Medicare contractors only**

# Medicare Claims Processing Manual

## Chapter 1 - General Billing Requirements

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*(Rev. 142, 04-16-04)*

#### [Crosswalk to Old Manuals](#)

*10.1.9.1 – A Local Carrier Receives a Claims with Some or All Services that are in Another Local Carrier’s Payment Jurisdiction*

*10.1.9.2 – A Local Carrier Receives a Claim for an RRB Beneficiary*

*10.1.9.3 – A Local Carrier Receives a Claim for a UMWA Beneficiary*

## 10.1.6 - Railroad Retirement Beneficiary Carrier

*(Rev. 142, 04-16-04)*

### B3-3103

Carrier jurisdiction claims for individuals who are QRRBs, including those who are entitled to both social security and railroad retirement benefits, are handled by the Palmetto Government Benefits Administrators (GBA) LLC, a subsidiary of Blue Cross and Blue Shield of South Carolina, with the following exceptions:

- The services are furnished by a M+C organization which deals directly with CMS on a cost basis;
- The QRRB is enrolled under a buy-in agreement involving a State agency that has entered into an agreement to act as a carrier with respect to such individuals; or;
- The medical services were provided outside the United States, in which case the RRB handles the claim. (See [§10.1.4.6](#) for handling claims for services in Mexico.)

If a claim involves medical services provided both within and outside the United States, Palmetto GBA processes the claim for the medical services provided within the United States. *If the claimant raises a question as to why the medical services provided outside the United States were not paid, Palmetto GBA directs the claimant to contact the RRB and forwards the claims to them at:*

Railroad Retirement Board  
Division of Disability and Health Insurance  
844 Rush St.  
Chicago, IL 60611

## 10.1.9 - Disposition of Misdirected Claims to the Carrier

*(Rev. 142, 04-16-04)*

### B3-3110

*This section applies to misdirected carrier claims that are payable by local carriers and have been sent to the wrong carrier or are payable by the RRB, the United Mine Workers of America (UMWA), or the Indian Health Service (HIS), but have been mistakenly sent to the local carrier. This section also applies to claims that are payable by Durable Medical Equipment Regional Carriers (DMERC) and have been sent to the wrong DMERC. Current processes per the DMERC statement of work should be followed for misdirected claims that have been mistakenly sent to the wrong DMERC. This section does not apply to misdirected claims that are payable by a DMERC, but have mistakenly been sent to the local carrier or vice versa. DMERCs and carriers should continue with current claims processing procedures for these claims.*

**10.1.9.1 – A Local Carrier Receives a Claim with Some or All Services that are in Another Local Carrier’s Payment Jurisdiction.**

**(Rev. 142, 04-16-04)**

*When you receive a request for Medicare payment for services furnished outside of your payment jurisdiction, return assigned services as unprocessable, and deny unassigned services. Pay services correctly submitted to you.*

*Use the following messages:*

*Remittance Advice (RA) - Claim adjustment reason code 109 – Claim not covered by this payer/contractor. You must send the claim to the correct payer/contractor.*

*Remark code N104 - This claim/service is not payable under our claims jurisdiction area. You can identify the correct Medicare contractor to process this claim/service through the CMS Web site at [www.cms.hhs.gov](http://www.cms.hhs.gov).*

*Medicare Summary Notice (MSN) - 11.7 – This claim/service is not payable under our claims jurisdiction area. We have notified your provider that they must forward the claim/service to the correct carrier for processing.*

*Spanish - Esta reclamación/servicio no se paga bajo nuestra jurisdicción de reclamaciones. Le hemos notificado a su proveedor que debe enviar la reclamación/servicio a la agencia de seguros de Medicare Parte B apropiada para ser procesada.*

**10.1.9.2 - A Local Carrier Receives a Claim for an RRB Beneficiary**

**(Rev. 142, 04-16-04)**

*When you receive a request for Medicare payment from a provider for RRB beneficiaries, return as unprocessable assigned services and deny unassigned services. Pay services correctly submitted to you.*

*Use the following messages:*

*RA - Claim adjustment reason code 109 – Claim not covered by this payer/contractor. You must send the claim to the correct payer/contractor.*

*Remark code N105 - This is a misdirected claim/service for a RRB beneficiary. Submit paper claims to the RRB carrier: Palmetto GBA, P.O. Box 10066, Augusta, GA 30999. Call 866-749-4301 for RRB EDI information for electronic claims processing.*

*MSN - 11.9 – This claim/service is not payable under our claims jurisdiction. We have notified your provider to send your claim for these services to the Railroad Retirement Board Medicare carrier.*

*Spanish - Esta reclamación/servicio no se paga bajo nuestra jurisdicción de reclamaciones. Le hemos notificado a su proveedor que debe enviar la reclamación por estos servicios a la Junta de Retiro Ferroviario (RRB, por sus siglas en inglés), agencia de seguros de Medicare Parte B.*

**NOTE:** *The CMS requests that when RRB receives a claim that is not for an RRB beneficiary that they return the claim to the sender and notify them that the claim must be submitted to the local carrier or DMERC for processing.*

### **10.1.9.3 - A Local Carrier Receives a Claim for a UMWA Beneficiary**

**(Rev. 142, 04-16-04)**

*When the local carrier receives a request for Medicare payment that should be processed by the UMWA, return as unprocessable assigned services and deny unassigned services.*

*Use the following messages:*

*RA - Claim adjustment reason code 109 – Claim not covered by this payer/contractor. You must send the claim to the correct payer/contractor.*

*Remark code N127 - This is a misdirected claim/service for a United Mine Workers of America beneficiary. Submit paper claims to: UMWA Health and Retirement Funds, PO Box 389, Ephraim, UT 84627-0361. Call Envoy at 1-800-215-4730 for information on electronic claims submission.*

*MSN - 11.11 - This claim/service is not payable under our claims jurisdiction. We have notified your provider to send your claim for these services to the United Mine Workers of America for processing.*

*11.11 - Esta reclamación/servicio no se paga bajo nuestra jurisdicción de reclamaciones. Le hemos notificado a su proveedor que debe enviar la reclamación por estos servicios a la Unión de Trabajadores Mineros de América.*