



October 28, 2019

RE: Empower members with Medicare Primary - COBA

Providers,

Empower is now a COBA Trading Partner with CMS/Medicare. Effective **November 1, 2019**, please submit claims for all dates of service, for dually eligible members in the following manner:

- If the CPT/REV code is **NOT** on the [Empower Medicare Bypass List](#), submit claim(s) to Medicare **ONLY**. Medicare will adjudicate and send the remainder of the claim to Empower for additional processing.
- If the CPT/REV code is **ON** the [Empower Medicare Bypass List](#), submit directly to Empower.
- For claims submitted directly to Empower prior to November 1, 2019 and the COBA Trading Partnership that need to be corrected please send those corrections directly to Empower.
- For claims that were overpaid or underpaid, when Medicare was primary from 3/1/19 to present those claims are in the process of being corrected over the next several weeks.
- If you have a member new to Empower, please wait approximately 15 days to submit their Empower claims to Medicare. Medicare only receives Empower membership updates twice a month.

Thank you.

If you have any questions, please contact Empower Provider Relations at EmpowerHealthcareSolutionsPR@empowerhcs.com.