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## Medicare Claims Processing: Hcfa Can Reduce the Disruptions Caused by Replacing Contractors: Hrd-91-44

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 56 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed the changes in the Medicare carrier in Georgia and the data-processing subcontractor in Florida, focusing on: (1) the effect of those changes on beneficiaries and providers; and (2) actions the Health Care Financing Administration (HCFA) could take to reduce service disruptions. GAO found that: (1) after the carrier and subcontractor changes, the percentage of claims that required over 30 days to process rose from 4.6 percent to 25 percent in Georgia and from 3.9 percent to 28 percent in Florida; (2) the interest the new contractor and the Florida carrier paid on delayed claims increased from 375,000 in 1988 to 6.3 million in 1989; (3) in Georgia, overpayment errors jumped from 0.65 percent to 13 percent, resulting in an estimated 19.2-million increase; (4) Georgia beneficiaries expressed frustration with telephone service and contradictory claim notices and Florida beneficiaries experienced payment delays; (5) time constraints compounded the Georgia carriers' difficulties in preparing for operations, and the Florida carrier had to accept a less efficient system after its new subcontractors system...



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