



Medicare Claims Processing: HCFA  
Can Reduce the Disruptions Caused by  
Replacing Contractors: HRD-91-44

U.S. Government  
Accountability Office (GAO)

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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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