

Proudly working on behalf of retirees of Ameritech, SBC and predecessor/successor Bell Companies of the New AT&T, located throughout the United States

Medicare Crossover

As described in the AT&T Medical Summary Plan Description (SPD):

United Health Care offers a timesaving program, Medicare Crossover, for Medicare primary covered persons at no additional cost. All covered persons who are Medicare primary will automatically be enrolled in this program. This program allows Medicare to send information directly to UHC each time Medicare Part A or B pays a provider's bill for your medical care. This eliminates the need to send a copy of the provider's bill and a Part A or Part B Medicare Explanation of Benefits (EOB) to UHC when filing a claim.

Note: If your Medicare EOB does not state that the Claim has crossed over to UHC, you should call the UHC Service Center. Medicare may not send your Medicare EOB to UHC if your Medicare Claim is denied. (For example, some services, supplies or treatments are not eligible for coverage under Medicare.) In this event, you are responsible for sending the Medicare EOB to UHC for processing.

In response to an AASBCR® question, an AT&T Human Resources spokesperson reported:

"The crossover should be automatic. It does take about 6 weeks to get it set up once the member becomes Medicare primary. If the claims are not crossing over then the participant should contact both UHC and Medicare to get to the root of the problem."

While we are aware of what should happen, sometimes it doesn't work that way. In the event that your Medicare claims seem to take too long, call United Health Care and Medicare as mentioned above and request Medicare Crossover for each covered individual. Also, UHC should accept a fax of an explanation of benefits (EOB) from Medicare. When you receive your Medicare EOB, you can send a facsimile of the EOB to UHC at (801) 567-5498.