

## Provider Notice

To: **IBHS Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **June 21, 2023**  
Subject: **IBHS 23 105 IBHS TPL / EOB Clarifications Update**

---

PerformCare previously issued Provider Notice 21 -103 IBHS TPL Updates. This notice provides clarification on PerformCare's requirements for TPL non-covered services. 21 -103 indicated that for Act 62 and ABA Denial Letters and Explanation of Benefits that providers must submit one denial or a non-covered letter per CPT code billed per calendar year.

PerformCare has seen instances where primary insurers issued providers a non-covered letter that covers the entire duration of an episode of care or authorization for an IBHS/ABA service which may be for several years, rather than issuing a new non covered letter each calendar year. We have also seen instances where the primary insurer issued a provider a non-covered letter that spans two calendar years, such as effective 7/1/22 to 6/30 2023.

However, PerformCare must receive confirmation of non-covered services for each calendar year. We must update our requirements for these scenarios when a primary insurer issues a non-covered letter that spans two calendar years, or the non-covered letter is expected to cover the entire authorization period or episode of care.

For Act 62 and ABA non covered letters that span more than one calendar year, or the non-covered letter is used for the duration of an episode of care, providers must submit the non-covered letter AND one EOB denial for each CPT code billed per calendar year.

The claim with the EOB denial and non-covered letter can be submitted via paper submission and mailed to:

**PerformCare of Pennsylvania**  
HealthChoices  
P.O. Box 7308  
London, KY 40742

We recommend using certified mail, since the address is a PO box and FedEx or UPS deliveries are not accepted. If you have any questions relating to this Provider Memo, please contact your assigned Account Executive for further information.

cc: Lisa Hanzel, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Reisinger, Tuscarora Managed Care Alliance  
PerformCare Account Executives