Important Reminder: Do Not Collect Cost-Share for Covered Medicare Services from Qualified Medicare Beneficiaries

Prohibition on Balance Billing QMBs

As a reminder, Centers for Medicare and Medicaid Services’ (CMS) guidelines prohibit Medicare-contracted providers from collecting cost-share for Medicare-covered services from Qualified Medicare Beneficiaries (QMBs), including some UnitedHealthcare Medicare Advantage members.

QMBs have no legal obligation to make further payment to a provider for Part B-covered medications/supplies. Balances should be billed to Medicaid as the secondary payer. Per CMS guidelines, if a full or partial balance remains after billing Medicaid, or if the provider is unable to bill Medicaid, they are still required to dispense the medication/supply without balance billing the beneficiary. Providers who inappropriately bill QMB patients may be subject to sanctions as established in Section 1902(n)(3)(C) of the Social Security Act.

TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON THE MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

If you have any questions, please contact the OptumRx Help Desk, 24 hours a day, 7 days a week:

OptumRx Help Desk phone numbers:

- AARP® MedicareComplete® and UnitedHealthcare MedicareComplete Plans: 877-889-6510
- UnitedHealthcare Medicaid Plans: 877-305-8952
- AARP® MedicareRx, United MedicareRx, UnitedHealthcare MedicareRx Plans: 877-889-6481

Please distribute immediately. Thank you.