

APPENDIX D: Casualty and health insurance claims

Casualty claims routinely investigated for possible third party coverage are:

- Motor vehicle accidents
- Accidents occurring in a place of business, public building, in the home or on the property of another person
- Litigation involving a malpractice claim
- Department of Labor and Industries claims
- Injury diagnoses and services performed in a hospital or physician's office

While a provider's Apple Health casualty claim is pending investigation, the provider must call HCA using the toll free number 1-800-562-3022 only if the provider has additional insurance information. When the investigation is completed, HCA makes payment or gives the provider the name and address of the party responsible for payment. If the provider receives payment from an insurance company for services that have been paid by HCA, the provider must immediately refund to HCA either HCA's payment or the insurance payment, whichever is less. If the refund is not made within 30 days, HCA recovers the lesser payment.

Mail refund checks to:

THE HEALTH CARE AUTHORITY
COB CASUALTY UNIT
PO BOX 45561
OLYMPIA WA 98504-5561

Health insurance claims

Third party liability claims other than those for trauma-related injuries are considered health insurance claims. These claims are routinely held for Third Party Resources (TPR) investigation when:

- HCA's records indicate insurance benefits are available through a third party.
- Other resources are indicated on the claim or attachment (name of insurance company, insurance pending, etc.).