



May 17, 2024

### **Electronic submission for PHP Commercial Coordination of Benefit (COB) claims**

Physicians Health Plan (PHP) is excited to announce improvements to our claims processing system which allows submission of claims electronically when it is determined that another Payor is primary. **This change is effective immediately.**

Prior to submitting a claim, it is important to determine if any other Payor has primary responsibility for payment of a claim. The identification of the primary Payor prior to claim submission will improve the efficiency and accuracy of the claim payment process.

If it is determined that another Payor is primary, that Payor should be billed prior to billing PHP. **You are now able to submit an electronic claim to PHP including the primary carrier payment information. The submission requirements follow the standard electronic format requirements. Please ensure any primary payment information is submitted in the 2320 and 2330 loops of the electronic claim transaction.**

If you have questions about this new capability, please email Provider Relations at [PHPProviderRelations@phpmm.org](mailto:PHPProviderRelations@phpmm.org).