

**michellehoke@coeha.com**

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**From:** CMS MCARE <MCARE@cms.hhs.gov>  
**Sent:** Friday, November 21, 2025 1:42 PM  
**To:** michellehoke@coeha.com  
**Subject:** Re: Plan H4906 issues

Michelle Hoke,

It was very nice speaking with you. Per our conversation here is the verbiage you can send to the provider:

C AND O EMPLOYEES' HOSPITAL ASSOCIATION is not a traditional Medicare Advantage Plan in that C AND O EMPLOYEES' HOSPITAL ASSOCIATION does not replace the traditional Medicare Part A and Part B coverage -- C AND O EMPLOYEES' HOSPITAL ASSOCIATION is the beneficiary's Medicare coverage.

C AND O EMPLOYEES' HOSPITAL ASSOCIATION has a MCO Bill Option code of "1" meaning "Fiscal Intermediary should process all claims for both Medicare Part A and Part B".

There's additional information in the HETS 270/271 Companion Guide - Section 7.19 that including the Bill Option Code.

Please let me know if you should need anything else.

Thank you,  
Dee Evans

**Medicare Customer Assistance Re: Eligibility (MCARE) Help Desk  
1-866-324-7315**

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**From:** michellehoke@coeha.com <michellehoke@coeha.com>  
**Sent:** Friday, November 21, 2025 11:30 AM  
**To:** CMS MCARE <MCARE@cms.hhs.gov>  
**Subject:** RE: Plan H4906 issues

I have talked to you all before on the same issue. We were referred to you in the past by Ada Sanchez from CMS. The issue has to do with the beneficiaries' eligibility status. Do you know what the provider is talking about when the provider says they are using Medicare's CDS system used for eligibility?

Michelle Hoke  
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**From:** CMS MCARE <MCARE@cms.hhs.gov>  
**Sent:** Friday, November 21, 2025 10:33 AM