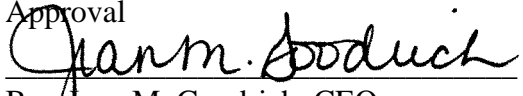


Chapter 4: Fiscal Policies & Procedures	Effective Date: 11/1/18
Section 4.1: External Claims	Replaces Policies Dated: 9/11/17, 12/8/16, 1/19/15, 2/14/13
Policy 4.1.7: Provider Communication – Claims	Board Policy Reference: No. 03-005, 03-007 (Oversight)
Approval  By: Jean M. Goodrich, CEO Date: 11/1/18	Responsibility: Finance Director

PURPOSE:

To articulate the standards and procedures of Summit Pointe regarding communication between contracted (and in some cases, non-contracted) providers and Summit Pointe’s claims department.

POLICY:

It is the policy of Summit Pointe to establish and maintain procedures for the timely submission and processing of claims for external contractors within its provider network that meet regulatory standards and encompass an avenue for claims appeal and dispute resolution.

DEFINITIONS:

External Provider – Contracted providers of authorized services for Summit Pointe customers.

PROCEDURES / REQUIREMENTS:

Communication by Summit Pointe – It is the responsibility of Summit Pointe to ensure their contracted network of providers have access to the following information, either through their contract, Provider Manual, or other documentation, including electronic media:

- Address to file claims (both electronic and paper formats)
- Telephone contact numbers
- Information that must be contained in a claim in order for it to be considered “clean”
- Acceptable standard billing formats
- Dates by which claims must be filed to be considered for payment
- Process for appealing a denied claim
- Names and addresses of delegated claims processors

Contracted providers must be given 30 days written prior notice of all changes. Failure to give required notice of address change could result in delayed or lost claim filings. The contracted claims filing limit will be excused and payment allowed when required notice of address change is not provided.

REFERENCES:
ATTACHMENTS: None