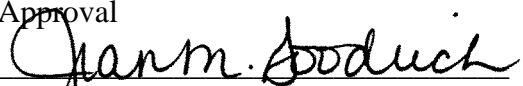


Chapter 4: Fiscal Policies & Procedures	Effective Date: 11/1/18
Section 4.1: External Claims	Replaces Policies Dated: 9/11/17, 12/15/16, 1/19/15, 2/14/13
Policy 4.1.3: Paper Claim Submission	Board Policy Reference: No. 03-005, 03-007 (Oversight)
Approval  By: Jean M. Goodrich, CEO Date: 11/1/18	Responsibility: Finance Director

<p><b>PURPOSE:</b> To establish a standard policy on the handling of paper claims that will support the timely and accurate data entry of paper claims.</p>
<p><b>POLICY:</b> 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.</p>
<p><b>DEFINITIONS:</b> External Provider: Contracted provider of authorized services for Summit Pointe customers.</p>
<p><b>PROCEDURES / REQUIREMENTS:</b> External providers should submit electronic claims following the electronic claims submission policy (FM 9.2.2). Summit Pointe will consider requests to submit paper claims from contracted providers on a case by case basis.</p> <p>All paper claims submitted shall be date-stamped upon arrival to Summit Pointe and entered into PCE within ten (10) days of receipt. If the external provider has not received permission from Summit Pointe to submit paper claims, the paper claims will be returned to the provider without adjudication.</p> <p>Staff responsible for entering claims data will enter all data as it appears on the claim form. If incomplete or erroneous data is provided, the claim will be denied or returned to the provider and a corrected claim requested.</p> <p>After the claim is entered into PCE, the claim will be adjudicated in the system against appropriate edits (i.e. State Medicaid specific edits, NCCI, coding edits). Once the claim has been adjudicated, the remittance advice and check will be issued within 30 days.</p> <p><b>Authorization of Services</b> – If the authorization is not present or does not fully match the services billed, PCE will not accept entry of the claim. In this situation, the Summit Pointe claims processing staff will coordinate with utilization management to investigate. If an</p>

authorization exists, utilization management must enter the authorization into PCE before the claim can be entered and adjudicated.

**REFERENCES:**

42 CFR §447.45

42 CFR §424.32

**ATTACHMENTS:**

External Claims Paper Claims Process