

WCHO	<i>Policy and Procedure</i>		
Department Finance	# of Pages: 3		
Policy Name PROVIDER EXCEPTION REQUESTS.OPERATIONAL	Type of Policy: [<input checked="" type="checkbox"/>] WCHO [<input type="checkbox"/>] Regional [<input type="checkbox"/>] Network		
Policy Number 10.015	Effective Date	Revision Date	Approval Date 11/30/04
Administrative/Board of Directors Sign Off			
Administrative Signature:		Date:	
Board of Directors Signature:		Date:	

I. PURPOSE

To establish a procedure regarding the approval and payment of Exception Requests made by Providers in the WCHO Provider Network.

II. APPLICATION

Payments may be made to any contractor who requests and provides ample documentation of unanticipated and unusual expenses that are outside the realm of the contractual obligations.

III. DEFINITIONS

Exception Requests: Requests submitted by providers for unusual or one-time expenses beyond the scope of the contractual agreement but in compliance with that contractual agreement. All Exception Requests require pre-approval by the WCHO Designee. Requests must have appropriate documentation/justification for the added expense attached.

Exception Requests for Additional Support (Community Living/Training Services): Occasional, short-term additional staffing needed for a particular client. If additional support is to be on-going, individual client budget and/or provider rate shall be adjusted. Authorization for additional service shall be issued for any approved hours and billing from provider shall be submitted on HCFA forms.

Exception Requests for Miscellaneous Costs: Unexpected costs that are not covered within the service rate paid to provider. Rates do include administration costs and may have included some costs of doing business or housing supports; therefore, justification for these added costs must show an inability to be covered by the rate already being paid for services and supports.

Requestor: Provider making the request for payment of additional services or miscellaneous costs.

Uniquely Numbered Exception Request Form: Forms provided by WCHO, which have a pre-printed number. The purpose is to avoid duplication.

IV. POLICY

It is the policy of Washtenaw Community Health Organization to review special requests submitted by providers for payment of unusual expenses incurred during the provision of services. Payments may be made if ample and proper documentation has been submitted in a timely fashion and if WCHO deems the expense appropriate.

V. EXHIBITS

None

VI. REFERENCES

None

VII. PROCEDURES

WHO

DOES WHAT

Requestor

Completes and submits uniquely numbered Exception Request Pre-Approval Form to the CMH Program Administrator or Designee. All backup documentation supporting the request is to be attached.

Program Administrator or Designee

Reviews Exception Request Form (Exhibit A) submitted by providers whose contract allows for such payments.

If approves, completes steps below for each type of request.

If denies, returns Exception Request Form to Provider with denial noted.

FOR REQUESTS FOR ADDITIONAL STAFFING:

Program Administrator or Designee

Reviews and signs recommendation for approval.

Submits to CMH Care Manager.

CMH Care Manager

Enters Request for Authorization of Service.

WCHO Utilization Manager

Review request and issues appropriate authorization.

Authorization will have a separate Authorization Number and special service code designated for this short-term, additional service.

WHO**DOES WHAT**

Provider	Provides authorized service. Submits claim on HCFA form in accordance with the Authorization to the WCHO Claims Department. Receipt of Authorization is only valid approval of approved request.
WCHO Claims Department	Processes Claims in accordance with Claims Processing Procedures.
WCHO Payables Department	Issues Payments in accordance with Payment Policies. Monitors and adjusts Purchase Orders as needed.

FOR REQUESTS FOR MISCELLANEOUS COSTS:

Program Administrator or Designee	Reviews and signs recommendation for approval. Submits to WCHO Finance Department Designee.
Finance Designee	Reviews request. If request includes a lease issue, refers the request to the Provider Relations Unit Lease Monitor. Lease issues require approval by the Provider Relation Unit Manager. Non-lease cost requests require approval by the Finance Director. Approval/Denials are noted on the request form and a copy is returned to the Requestor.
Provider	Completes approved work/incurs approved expense. Submits invoices with proof of paid expenditure and a copy of the approved Exception Request form to WCHO Payables Department.
WCHO Payables Department	Issues payment for all pre-approved Exception Requests that have appropriate documentation included with invoice. Monitors and adjusts Purchase Orders as needed.