

<b>WCHO</b>		<b><i>Policy and Procedure</i></b>	
Department Finance	# of Pages: 3		
Policy Name <b>CLAIMS ADJUDICATION PROCESS</b>	Type of Policy:  [ <input checked="" type="checkbox"/> ] WCHO [ <input type="checkbox"/> ] Regional [ <input type="checkbox"/> ] Network		
Policy Number  10.004	Effective Date	Revision Date  9/30/04	Approval Date  11/3/04
Administrative/Board of Directors Sign Off			
Administrative Signature:		Date:	
Board of Directors Signature:		Date:	

**I. PURPOSE**

To assure appropriate payments of all authorized claims within contractual obligations.

**II. APPLICATION**

All duly authorized claims for services provided to WCHO clients.

**III. DEFINITIONS**

Clean Claim: One that conforms to the billing requirements of WCHO for submission of a HCFA 1500 form or electronic submission on Encompass.

Encompass: WCHO's electronic claims payment/encounter data system.

**IV. POLICY**

WCHO Finance Department will adjudicate all clean claims within 10 working days of their receipt and shall issue checks to vendors within 30 days of receipt of clean claims.

**V. EXHIBITS**

None

**VI. REFERENCES**

None

## VIII. PROCEDURES

<u>WHO</u>	<u>DOES WHAT</u>
WCHO or designee	Issues authorizations for services that are in accordance with the consumer's Person Centered plan.
Provider Staff	<p>Provides pre-authorized services in accordance with the consumer's Person Centered Plan and Authorization for Services.</p> <p>Maintains documentation backup of all claims submitted for payment.</p> <p>Enters claims into Encompass.</p> <p>Routes to their supervisor or other appropriate designated staff to obtain their approval.</p> <p>Routes to WCHO for processing.</p> <p>May submit a hard copy HCFA 1500 claim if pre-approved by WCHO.</p>
Claims Processor	<p>Date stamps all hard copy claim forms with date received.</p> <p>Adjudicates all claims submitted by network providers on a daily basis and in order of submission.</p> <p>Resolves problems.</p> <p>Prints accounts payable check request and attaches to adjudication status report.</p> <p>Submits payment documentation to Accounts Payable staff within 10 working days of receipt of clean claim.</p>
Accounts Payable Staff	<p>Verifies accuracy of account codes and processes payments through the electronic Financial System.</p> <p>Assures payment to provider/vendor within 30 days of receipt of clean claim.</p> <p>Indicates Encompass invoice Number on check stub.</p>
County Accounts Payable	Issues and mails out checks; or processes direct deposits.

Claims Processor	Enters Finance System Check Number into Encompass.
Designated Staff	Runs report on Payment Time Indicator showing the number of days between receipt of clean claim and issuance of check.
Provider Staff	Reconciles payment received to claims submitted.  Determines whether any denied claims should be resubmitted.  If a denied claim is to be re-submitted, resubmits within 30 days with complete documentation for reconsideration of payment.