

WCHO	<i>Policy and Procedure</i>		
Department Finance	# of Pages: 2		
Policy Name CLAIMS SUBMISSION POLICY	Type of Policy: [] WCHO [] Regional [<input checked="" type="checkbox"/>] Network		
Policy Number 10.006	Effective Date	Revision Date	Approval Date
Administrative/Board of Directors Sign Off			
Administrative Signature:		Date:	
Board of Directors Signature:		Date:	

I. PURPOSE

To establish the process by which Network Providers submit claims to WCHO.

II. APPLICATION

All Network Providers who receive Authorizations to provide specific services to WCHO consumer.

III. DEFINITIONS

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

Denied Claim: A claim for which payment will not be made.

IV. POLICY

WCHO Finance Department will adjudicate all clean claims received in accordance with procedures established by WCHO.

V. EXHIBITS

None

VII. REFERENCES

None

VIII. PROCEDURES

WHO

DOES WHAT

Network Provider	Provides services as outlined in each Authorization form. Maintains supportive documentation for each claim submitted. Submits claims in accordance with procedures established by WCHO.
Support Staff	Date stamps all claim forms with date received; or logs in any discs submitted for processing.
Claims Processor	Adjudicates all claims submitted by Network Providers. Issues Remittance Advice and/or Denial Letters indicating reason(s) for non- or partial payments. Resolves problems. Submits documentation to Accounts Payable.
Accounts Payable Staff	Codes and processes payments through the Financial System. Indicates Remittance Advice Number on check stub.
Support Staff	Mails Remittance Advices to Network Providers.
County Accounts Payable	Issues and mails out checks.
Network Provider	Monitors Authorizations. Assures that services provided have been duly authorized. Monitors payments received using Remittance Advice. May resubmit or appeal denials in accordance with the WCHO Claims Appeal Process.