

<b>WCHO</b>	<b><i>Policy and Procedure</i></b>		
Department Finance	# of Pages: 2		
Policy Name <b>CLAIMS and AUTHORIZATIONS APPEAL POLICY</b>	Type of Policy:  [ ] WCHO [ ] Regional [ <input checked="" type="checkbox"/> ] Network		
Policy Number  10.005	Effective Date	Revision Date	Approval Date
<b>Administrative/Board of Directors Sign Off</b>			
Administrative Signature:		Date:	
Board of Directors Signature:		Date:	

## I. PURPOSE

To establish a process for Network Providers to Appeal an adjudication of a submitted claim or the issuance/non-issuance of an Authorization.

## II. APPLICATION

Any Network Provider that is receiving authorizations and submitting claim forms under a fee-for-service agreement.

## III. DEFINITIONS

Appeal Process: Procedures involved in challenging the outcome of a submitted claim or the issuance of an authorization. The first phase is an informal method of resolution. The succeeding steps involve a formal, written appeal entered by a Provider.

Remittance Advice: Listing by client of payments made or denied.

Hearing Officer: An impartial person who did not have any direct responsibility for the decisions being appealed.

## IV. POLICY

WCHO will address, investigate, and make final determinations on Appeals submitted by Network Providers. The Appeal process will consist of an informal phase and may proceed to a formal, written phase.

**V. EXHIBITS**

None

**VI. REFERENCES**

None

**VIII. PROCEDURES**

**WHO**

**DOES WHAT**

WCHO Finance Staff	Issues to Provider a Remittance Advice (RA) indicating reason(s) for non- or partial payments of a claim.
Provider	Reviews RA to determine why payment does not equal claimed amount.  Determines what, if any, further action is required  Consults with appropriate WCHO staff to attempt to resolve issue.  If resolution regarding the adjudication of a claim is not reached after all above steps have been pursued, files formal, written appeal with the WCHO Finance Director.  If resolution regarding the issuance of an authorization is not reached, files formal written appeal with the WCHO Utilization Review Manager.
Finance Director	Reviews Appeals relating to the Adjudication of a claim and makes determination.
Utilization Review Mgr	Reviews Appeals relating to the issuance/non-issuance of an authorization and makes determination.
Network Provider	If determination by Finance Director or Utilization Review Manager is not satisfactory, may file Final Appeal with WCHO Director.
WCHO Director	Assigns appeal to an impartial hearing officer who will review Final Appeal and make determination.