

WCHO	<i>Policy and Procedure</i>		
Department Finance	# of Pages: 3		
Policy Name PROVIDER EXCEPTION REQUESTS.NETWORK	Type of Policy: [] WCHO [] Regional [<input checked="" type="checkbox"/>] Network		
Policy Number 10.014	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 network provider who requests and provides ample documentation of unanticipated and unusual expenses that are outside the realm of the contractual obligations.

III. DEFINITIONS

Exception Requests for Miscellaneous Costs: 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 (Short-Term Additional Direct Care): 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. Requests for additional direct care must be in accordance with the consumer's Person-Centered Plan.

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.

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

VIII. PROCEDURE

WHO

DOES WHAT

Requestor

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

WCHO Designee

Reviews request.

Indicates recommendation for approval or denial.

Recommendations for approval of additional direct care are submitted to CMH Care Manager in accordance with procedures for service authorization requests.

Recommendations for miscellaneous cost requests are submitted to WCHO Finance Director for review and

Finance Director

Notifies Provider of any approvals.

Provider

Submits claim on HCFA form in accordance with the Authorization to the WCHO Claims Department; or

Submits invoices for approved miscellaneous costs.

WHO

DOES WHAT

WCHO Claims Department	Processes Claims in accordance with Claims Processing Procedures.
WCHO Payables Department	Issues Payments in accordance with Payment Policies.
WCHO Payables Department	Issues payment for all pre-approved Exception Requests that have appropriate documentation included with invoice.