

Title: Resolve Suspended Claims

Issuance Date: April 27, 2023

(Must be reviewed annually)

Applicable Regulations, Guidelines, and AHS Policy:

Federal statute or rule:

42 CFR 455 Subpart B - Disclosure of Information by Providers and Fiscal Agents

Purpose:

The Vermont Medicaid program contracts with a fiscal agent for claims processing services. Occasionally, a special circumstance arises in which the fiscal agent needs guidance from the state of Vermont (SOV) to make an adjudication or pricing determination for a claim. This SOP outlines the process and expectations of the SOV and the fiscal agent.

Procedure:

When the fiscal agent identifies a claim which they are unable to adjudicate based on their existing rules and procedures, and resolution requires direction from the SOV, the fiscal agent's claims staff change the claim's location code to "16 - with the State of Vermont" and enters claim details onto various spreadsheets:

- Claims that require manual pricing from the SOV are entered on a spreadsheet that is available on SharePoint for SOV staff to view. The DVHA Reimbursement Unit staff view this spreadsheet at least weekly.
- Hospice claims are entered weekly on a spreadsheet sent to the Coordination of Benefits team within the DVHA Member and Provider Services Unit.
- Any other claims that require assistance from the SOV are sent individually to the appropriate SOV staff based on the type of issue or decision to be made, such as the Clinical Operations unit, other departments, etc.
- If the SOV has not responded with a determination and the claim is over 30 days old, the fiscal agent enters the claim on a spreadsheet to track the need for additional information.

Standard Operating Procedure

- The fiscal agent may escalate any unanswered claim questions during the fiscal agent meeting where leadership from both the fiscal agent and the SOV meet.
- When the SOV responds to the fiscal agent, the fiscal agent logs the decision from the SOV. The fiscal agent processes the claim according to the SOV guidance. The guidance from the SOV on how to process the claim is clearly documented and saved for audit purposes.

Revision History:

Date	Summary of Revisions
9/24/18	Submitted draft
1/6/21	Updated unit.
2/14/22	No changes to SOP.
3/11/2022	OMU review, updated to ADA template.
4/24/2022	Updated language and format to align with SOP Style Sheet.

Table 1 Revision History