

KDHE- DHCF

# Claims Contract Review

Sunflower Health Plan

2024

**Contract Area: Claim/Encounter**

	<b>2024 Finding:</b>	<b>2023 Finding:</b>
<b>Scope of Work-Claims Management</b> <b>Timely Claims Processing</b> <b>5.14.1.B.</b> The CONTRACTOR(S) shall meet the following payment requirements: <b>5.14.1.B.1.</b> 100% of all clean claims including adjustments must be processed and paid or processed and denied within thirty (30) calendar days of receipt.	PARTIALLY MET	NOT APPLICABLE
<b>Attachment J-Encounter Data</b> <b>Timeliness</b> <b>1.4.3.</b> Encounter data shall be submitted within 30 days of claim payment. All encounters must be submitted, both paid and denied claims. The paid claims must include the CONTRACTOR(S)' paid amount.	FULLY MET	NOT APPLICABLE

**Recommendation/Summary:**

Below is a summary of the issues found during the review. See the attached contract review results for the detailed response for each claim review: *SHP 2024 Claim-Encounter Contract Review – BOT RESPONSE*

Draft Response was sent to SHP: 04/30/24

SHP rebuttal received: 05/13/24

BOT remediated in collaboration with SHP on the identified issues: 05/15/24

BOT began working with SHP on the outstanding issues: 06/18/24

Issue No.	Review Sequence Number	Review Outcome	Issue/Impact	Impacted Contract Requirement(s)	BOT Reference Information
1	2 9 10 11	Finding	Clean claim was not processed within 30 days. 1) Seq 2, 9, 10, 11 This claim is a clean claim and was processed outside of 30 days due to a delay in the standard process workflow.	Scope of Work-Claims Management Timely Claims Processing 5.14.1.B. The CONTRACTOR(S) shall meet the following payment requirements: 5.14.1.B.1. 100% of all clean claims including adjustments must be processed and paid or processed and denied within thirty (30) calendar days of receipt.	None
2	3	Finding	Clean claim was not processed within 30 days. 1) Seq 3 This claim is a clean claim and was processed outside of 30 days due to a delay in the provider enrollment workflow.	Scope of Work-Claims Management Timely Claims Processing 5.14.1.B. The CONTRACTOR(S) shall meet the following payment requirements: 5.14.1.B.1. 100% of all clean claims including adjustments must be processed and paid or processed and denied within thirty (30) calendar days of receipt.	None
3	12 13	Observation	Encounter was not submitted within 30 days. 1) Seq 12, 13 The encounter was submitted outside of 30 days due to a claim copy rejection that was not followed up on timely. The original encounter submission was timely but rejected because of a claim copy error. This issue was documented on a Problem Notification Form, Dental Claim Copy File Errors, submitted 07/11/23.	Attachment J-Encounter Data Timeliness 1.4.3. Encounter data shall be submitted within 30 days of claim payment. All encounters must be submitted, both paid and denied claims. The paid claims must include the CONTRACTOR(S)' paid amount.	Problem Notification Form: Dental Claim Copy File Errors  Unified Log: 1205

4	14 15 16	Observation	<p>Claim copy build issue.</p> <p>1) Seq 14, 15, 16</p> <p>There is an issue with the MCO Date of Receipt provided on the claim copy. The supporting documentation provides an updated Problem Notification Form, DTP 573 Segment Value in NEMT Encounter Files &amp; Claim Copy Generation During Encounter Process. The description has been updated to reflect an end-to-end, claim copy to encounter generation issue.</p>	<p>Attachment I-Front End Billing (FEB) Requirements 1.5.3 Adjudicated Claim Copies (Pharmacy/NEMT Claims)/Pre-adjudicated Claim Copies. A copy of all electronic and paper claims received directly by the CONTRACTOR(S) from the provider or other clearinghouses must be sent to the Fiscal Agent.</p> <p>1.5.3.1 The CONTRACTOR(S) shall send a complete copy of all electronic and paper claims received directly by the MCO.</p> <p>1.5.3.2 Claim copies should be sent the same day the claim is received. Note: Exception for NEMT and pharmacy claims. NEMT and pharmacy claim copies should be received the day before the encounters are submitted.</p>	<p>Problem Notification Form: DTP 573 Segment Value in NEMT Encounter File &amp; Claim Copy Generation During Encounter Process</p> <p>Unified Log: 1373</p>
5	14 15 16	Observation	<p>Encounter build issue.</p> <p>1) Seq 14, 15, 16</p> <p>The Paid Date submitted on the encounter is not correct. SHP included Problem Notification Form, DTP 573 Segment Value in NEMT Encounter Files, which was received 01/25/24. The payment date submitted on the encounter is the paid-verified date instead of the payment date.</p>	<p>Attachment J-Encounter Data and Other Data Requirements</p> <p>1.4 Enter Data Completeness, Accuracy, Timeliness, and Error Resolution</p> <p>The CONTRACTOR(S) shall provide complete and accurate encounters to the State. The CONTRACTOR(S) shall implement review procedures to validate encounter data submitted by providers.</p>	<p>Problem Notification Form: DTP 573 Segment Value in NEMT Encounter File &amp; Claim Copy Generation During Encounter Process</p> <p>Unified Log: 1373</p>
6	14 15 16	Observation	<p>Encounter build issue.</p> <p>1) Seq 14, 15, 16</p> <p>The encounter submission date is before the MCO payment date. The encounter submission date being before the MCO paid date was not explained; however, the supporting documentation provides an updated Problem Notification Form, DTP 573 Segment Value in NEMT Encounter Files &amp; Claim Copy Generation During Encounter Process. The description has been updated to reflect an end-to-end, claim copy to encounter generation issue. This should be</p>	<p>Attachment J-Encounter Data and Other Data Requirements</p> <p>1.4 Enter Data Completeness, Accuracy, Timeliness, and Error Resolution</p> <p>The CONTRACTOR(S) shall provide complete and accurate encounters to the State. The CONTRACTOR(S) shall implement review procedures to validate encounter data submitted by providers.</p>	<p>Problem Notification Form: DTP 573 Segment Value in NEMT Encounter File &amp; Claim Copy Generation During Encounter Process</p> <p>Unified Log: 1373</p>

			addressed when the end-to-end review/update of the claim copy to encounter generation issues are addressed.		
--	--	--	---	--	--