

KDHE- DHCF

Claims Contract Review

UnitedHealthcare Community Health Plan of Kansas

2024

Contract Area: Claim/Encounter

	2024 Finding:	2023 Finding:
<p>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.</p>	FULLY MET	NOT APPLICABLE
<p>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.</p>	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: *UHC 2024 Claim-Encounter Contract Review – BOT RESPONSE*

Draft Response was sent to UHC: 05/01/24

UHC rebuttal received: 05/14/24

BOT remediated in collaboration with UHC on the identified issues: 05/17/24

BOT began working with UHC on the outstanding issue: 06/18/24

Issue No.	Review Sequence Number	Review Outcome	Issue/Impact	Impacted Contract Requirement(s)	BOT Reference Information
1	1-3 6-12	Observation	Claim copy build issue. 1) Seq 1-3, 6-12 The MCO Receipt Date provided by UHC is not the same as the MCO Receipt Date provided on the claim copy. UHC explained that Dual Eligible Special Needs (DSNP) related claim copies contain the Medicare Date of Receipt instead of the Medicaid Receipt Date. Due to this issue, KDHE cannot accurately calculate claims processing timeliness. A Problem Notification Form should be documented for this issue.	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. 1.5.3.1 The CONTRACTOR(S) shall send a complete copy of all electronic and paper claims received directly by the MCO. 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.	None