



# KERN HEALTH SYSTEMS

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POLICY AND PROCEDURES				
SUBJECT: Provider Disputes Regarding Claims Payment			POLICY #: 6.04-P	
DEPARTMENT: Claims				
Effective Date: 1998-07	Review/Revised Date: 1/19/2017	DMHC		PAC
		DHCS		QI/UM COMMITTEE
		BOD		FINANCE COMMITTEE

  
 Douglas A. Hayward  
 Chief Executive Officer


Date 1/19/17

\_\_\_\_\_  
 Chief Medical Officer

Date \_\_\_\_\_

  
 Chief Financial Officer

Date 1/19/17

  
 Administrative Director of Health Services

Date 1/11/17

  
 Director of Claims

Date 1-6-17

### POLICY:

Kern Health Systems (KHS) shall establish and maintain a fast, fair, and cost-effective dispute resolution mechanism to process and resolve provider disputes (disputes). Contracting and non-contracting<sup>1</sup> providers shall have the opportunity to dispute claims for the payment of health care services that have been denied or modified.

Only those disputes regarding claims payment are subject to this policy and procedure. This includes non-contracted provider disputes regarding the appropriateness of KHS' computation of the reasonable and customary value<sup>2</sup> as defined by the Department of Health Care Services or the Department of Managed Health Care.

Disputes submitted on behalf of an enrollee or a group of enrollees will be processed according to *KHS Policy and Procedure #5.01 – Grievance Process*.<sup>3</sup> Disputes regarding authorizations will be processed according to *KHS Policy and Procedure #3.49 – Provider Disputes Regarding Authorization*. Disputes regarding all other issues will be processed according to *KHS Policy and Procedure #4.03 – Provider Disputes Regarding Issues Other than Authorization and Claims Payment*.

Disputes will be processed in accordance with the statutory, regulatory, and contractual requirements outlined in the following sources:

- California Health and Safety Code §§ 1367(h), 1371, and 1371.1
- CCR Title 28 §§1300.71, and 1300.71.38
- DHS Contract §6.5.4.5

**DEFINITIONS:**

<b>Dispute</b> <sup>4</sup>	A contracted or non-contracted provider’s written notice to KHS challenging, appealing, or requesting reconsideration of a claim (or a bundled group of substantially similar multiple claims that are individually numbered) that has been denied, adjusted or contested or seeking resolution of a billing determination or disputing a request for reimbursement of an overpayment of a claim that contains the information required by Section 1.3 of this procedure.
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**PROCEDURE**<sup>5</sup>:

**1.0 SUBMISSION OF DISPUTE**<sup>6</sup>

Disputes should be mailed to the following addresses:

Claims Department<sup>7</sup>  
 Kern Family Health Care  
 9700 Stockdale Highway  
 Bakersfield, CA 93311

Disputes may be physically delivered to 9700 Stockdale Highway, Bakersfield, California.<sup>8</sup>

Substantially similar multiple claim disputes may be filed in batches as a single dispute, provided that such disputes are submitted in the following format<sup>9</sup>:

- A. Batched by similar issue
- B. One *Provider Claims Dispute Resolution Request* form completed for each batch

**1.1 Deadlines**

Disputes must be submitted to KHS within 365 calendar days of the date of KHS’ action, or in the case of inaction, 365 calendar days after the time for contesting/denying claims has expired.<sup>10</sup>

Disputes that are returned for additional information must be resubmitted to KHS within 30 working days of the date of receipt.

## 1.2 Format

Disputes must be submitted using a *Provider Claims Dispute Resolution Request* form, which can be obtained from kernhealthsystems.com. (See Attachment A). Simple resubmission of the claim is not sufficient to qualify as a dispute. Claims resubmitted without the appropriate form will be denied as a duplicate claim unless a cover letter is attached that clearly identifies the dispute as defined in this policy.

## 1.3 Content

Disputes must contain the following information<sup>11</sup>:

- A. Provider name
- B. Provider tax identification number  
Provider contact information
- C. Clear identification of the disputed item
- D. Date of service
- E. Clear explanation of the basis upon which the provider believes the payment amount, request for additional information, request for reimbursement for the overpayment of a claim, contest, denial, adjustment, or other action is incorrect
- F. Provider dispute number. This number is the same number assigned to the original claim.<sup>12</sup>

Disputes that do not contain all the necessary information are returned to the provider.

## 1.4 Supporting Documentation

Supporting documentation must accompany all disputes. It is not necessary to resubmit supporting documentation that was submitted with the original claim.<sup>13</sup>

## 2.0 ACKNOWLEDGEMENT<sup>14</sup>

To acknowledge receipt of a provider dispute correctly submitted on the *Provider Claims Dispute Resolution Request* form or clearly disputed by provider cover letter, an acknowledgement letter is prepared by KHS Claims staff and is submitted to the provider within 15 working days of the date of receipt. Disputes will be acknowledged by fax number provided. If no fax number is provided, then disputes will be acknowledged by mail.

## 3.0 PROCESSING

### 3.1 First Level Dispute

Providers should use the original claim number to identify the dispute.<sup>15</sup>

#### 3.1.1 Administrative Dispute

Upon receipt of an administrative dispute, the KHS Claims Department reviews the facts surrounding the claim and, within 45 working days<sup>16</sup> of the date of receipt, issues any necessary claim adjustment (including appropriate interest due) and a written determination either granting the dispute in whole or in part or denying the dispute. The written determination states the pertinent facts and explains the reasons for the determination.<sup>17</sup>

Non-contracting Medi-Cal providers have the right to a second-level dispute with the Department of Health Care Services or Department of Managed

Health Care. All other providers have the right to a second-level dispute with the Chief Operating Officer (COO) within 10 calendar days of the date of the decision from the first level dispute.

### **3.1.2 Clinical Necessity Dispute**

Upon receipt of a clinical necessity dispute, the Medical Director independently reviews the facts surrounding the claim and forwards his/her decision to the Claims Department. The clinical necessity review is performed as if the provider submitted a request for authorization in accordance with the guidelines outlined in *KHS Policy and Procedure #3.22 – Referral Process*. Within 45 working days<sup>16</sup> of the date of receipt, the Claims Department issues any necessary claim adjustment (including appropriate interest due) and a written decision either granting the dispute in whole or in part or denying the dispute.

In addition to notification by the Claims Department, notification is provided by the Utilization Management Department as outlined in *KHS Policy and Procedure #3.22 – Referral Process, Section 1.5.3 – Notification of Denial*.

Non-contracting Medi-Cal providers have the right to a second-level appeal with the Department of Health Care Services or Department of Managed Health Care. All other providers have the right to a second-level dispute with the COO within 10 calendar days of the date of the decision from the first level dispute.

## **3.2 Second-Level Dispute**

With the exception of the deadline, second level disputes must be submitted and are acknowledged in the same manner as first level disputes. Providers should use the original claim number to identify the dispute. <sup>15</sup>

Non-contracted Medi-Cal providers do not have the right to a second dispute with KHS. For informational purposes only, all second-level disputes from such providers are forwarded to the COO.

Upon receipt of a second-level dispute from a qualifying provider, the COO independently reviews the facts surrounding the claim and, within 45 working days<sup>16</sup> of receipt, issues both any necessary claim adjustment (including appropriate interest due) and a written determination either granting the dispute in whole or in part or denying the dispute. The written determination states the pertinent facts and explains the reasons for the determination. <sup>18</sup>

The decision by the Chief Operating Officer is final.

## **4.0 INQUIRIES REGARDING DISPUTES**

Providers can make inquiries regarding disputes by calling 1-800-391-2000.<sup>19</sup>

## ATTACHMENTS:

- ❖ Attachment A – *Provider Claims Dispute Resolution Request*

## REFERENCE:

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<sup>1</sup> **Revision 2017-01:** Minor revision provided by Deputy Director of Claims. **Revision 2012-06:** Added clarifying language, minor revisions. **2009-02:** Revision requested by Chief Operating Officer. **Revision 2003-12:** Revised to comply with new AB1455 DMHC Regs (effective 01/01/04). Changed title from “Appeal of Denied or Modified Claims”. **Revision 2001-08:** Clarify denial codes for appeals, add HFAM PO Box, lengthen submission/response deadlines.

<sup>1</sup> HSC §1367(h)(2)

<sup>2</sup> CCR Title 28 §1300.71(g)(3)

<sup>3</sup> CCR Title 28 §1300.71.38(c)(4)

<sup>4</sup> CCR Title 28§1300.71.38(a)(1)

<sup>5</sup> Required disclosure: All claim dispute requirements. (60.04 §5.0)

<sup>6</sup> Required disclosure: Directions (including the mailing address) for the electronic submission (if available), physical delivery, and mailing of provider disputes. (60.04 §5.0)

<sup>7</sup> Required disclosure: Identity of the office responsible for receiving and resolving provider disputes(60.04 §5.0)

<sup>8</sup> CCR Title 28 §1300.71(l)(3)

<sup>9</sup> Required disclosure: Directions for filing substantially similar multiple claims disputes in batches (60.04 §5.0)

<sup>10</sup> CCR Title 28 §1300.71.38(d)(1)

<sup>11</sup> CCR Title 28 §1300.71.38(a)(1)

<sup>12</sup> CCR Title 28 §1300.71.38(c)(1)

<sup>13</sup> CCR Title 28 §1300.71.38(d)(2)

<sup>14</sup> CCR Title 28 §1300.71.38(e); CCR Title 28 §1300.71(l)(3). Required disclosure: timeframe for acknowledgement (60.04 §5.0)

<sup>15</sup> CCR Title 28 §1300.71.38(c)(1)

<sup>16</sup> 45 day time limit; CCR Title 28 §1300.71.38(f). Technically allowed 5 days beyond issuance of determination to make payment. We will issue both simultaneously.

<sup>17</sup> CCR Title 28 §1300.71(f)

<sup>18</sup> CCR Title 28 §1300.71(f)

<sup>19</sup> CCR Title 28 §1300.71(l)(3). Required disclosure: Phone number for inquiries and filing information (60.04 §5.0)



# PROVIDER CLAIMS DISPUTE RESOLUTION REQUEST

**NOTE: SUBMISSION OF THIS FORM CONSTITUTES AGREEMENT NOT TO BILL THE PATIENT**

### INSTRUCTIONS

- Please complete the below form. Fields with an asterisk ( \* ) are required.
- Be specific when completing the DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute.
- Mail the completed form to: Claims Department – Kern Family Health Care  
9700 Stockdale Hwy  
Bakersfield, CA 93311

**\*PROVIDER NAME:**

**\*PROVIDER TAX ID # / NPI #:**

**PROVIDER ADDRESS:**

**PROVIDER TYPE**     MD     Mental Health     Hospital     ASC     SNF     DME     Rehab  
 Home Health     Ambulance     Other \_\_\_\_\_  
 (please specify type of "other")

**\* CLAIM INFORMATION**     Single     Multiple "LIKE" Claims (complete attached spreadsheet)    *Number of claims:* \_\_\_\_

**\* Patient Name:**

**Date of Birth:**

**\* Health Plan ID Number:**

**Patient Account Number:**

**\*Original Claim Document Number:** (If multiple claims, use attached spreadsheet)

**\*Service "From/To" Date:**

**Original Claim Amount Billed:**

**Original Claim Amount Paid:**

**DISPUTE TYPE: First Level** \_\_\_\_ **Second Level** \_\_\_\_

Claim

Seeking Resolution Of A Billing Determination

Appeal of Medical Necessity / Utilization Management Decision

Request For Reimbursement Of Overpayment

**\* DESCRIPTION OF DISPUTE** (must include a clear explanation of the basis upon which you believe KHS' action is incorrect):

**EXPECTED OUTCOME:**

\_\_\_\_\_  
**\*Contact Name (please print)**

\_\_\_\_\_  
**Title**

( ) \_\_\_\_\_  
**\*Phone Number**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

( ) \_\_\_\_\_  
**\*Fax Number**

**Kern Family Health Care received this dispute on \_\_\_\_\_, If you have not received a response to this dispute within 45 working days, please call the Claims Department at (800) 391-2000.**

\_\_\_\_\_  
**Acknowledgement of Receipt** (signature)

