# EVOLENT HEALTH LLC
# POLICY AND PROCEDURE

**POLICY NUMBER:  PRW.006.E.KY**
**REVISION DATE:  September 2019**
**PAGE NUMBER: 1 of 2**

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|---|---|
| **POLICY TITLE:** | **Processing PLP Claims** |
| **DEPARTMENT:** | **Provider Claims** |
| **ORIGINAL DATE:** | **N/A** |

**Approver(s):**          Delilah Foreman, Sr. Manager, Rework Claims

**Policy Review Committee Approval Date:**  September 30, 2019

**Product Applicability:**  mark all applicable products below:

| COMMERCIAL | [ ] HMO   [ ] PPO   *Products:* [ ] Small      *Exchange:* [ ] Shop          [ ] All |
|---|---|
| | [ ] Indiv.                      [ ] Indiv. |
| | [ ] Large |
| | States: [ ] GA    [ ] MD    [ ] OH   [ ] TX    [ ] _____ |
| **GOVERNMENT PROGRAMS** | [ ] MA HMO  [ ] MA C-SNP   [ ] MA D-SNP  [ ] MSSP  [ ] Next Gen ACO  [ ] MA All |
| | [ X ] Medicaid       *States:* [ ] DC   [ X ] KY   [ ] MD   [ ] _____ |
| **OTHER** | [ ] Self-funded/ASO |

**Regulatory Requirements:**  KRS 304.17A-700-730, KRS 205.593, KRS 304.14-135, KRS 304.99-123, 907 KAR 17:030, 907 KAR 3:130, 42 U.S.C. 1396a (a) (37), 42 C.F.R. 447.45, Balanced Budget Act (BBA) Section 4708 and the Department for Medicaid Services Contract

**Related Documents:**  N/A

## PURPOSE
The purpose of this policy is to define the appropriate process for processing PLP claims and documentation for internal audit purposes.

## DEFINITIONS
**PLP –** Prudent Layperson possesses an average knowledge and understanding of health and medicine.

## POLICY
It is the policy of Evolent Health (Evolent) to develop systematic methods for processing PLP claims received in provider claims for resolution.

## PROCEDURE

All provider claims research employees will process PLP claims in accordance with the procedures set forth below.

I. PLP
   a. Following receipt of email from the UM PLP Review, the provider claims research coordinator will log and process the claims(s). The steps outlined below should be adhered to for appropriate processing.
      - The provider claims research coordinator will create a PPI and attach the email and any other documentation provided.
      - The provider claims research coordinator will then log the project into the provider claims project tracker under "open projects"
      - The provider claims research coordinator will process the claim(s) associated with the email to pay out the $8 per claim.
      - The provider claims research coordinator will update the project tracker showing the completion of the project with the date completed. The project will then be moved to "closed projects" on the project tracker.
      - The provider claims research coordinator will update and close the PPI.

## RECORD RETENTION

Records Retention for Evolent Health documents, regardless of medium, are provided within the Evolent Health records retention policy and as indicated in CORP.028.E Records Retention Policy and Procedure.

## REVIEW HISTORY

| DESCRIPTION OF REVIEW / REVISION | REVISION DATE |
|---|---|
| New Policy | 02/19 |
| Added additional clarification to one item | 09/19 |
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