

EVOLENT HEALTH LLC POLICY AND PROCEDURE



POLICY NUMBER: PRW.003.E.KY
 REVISION DATE: September 2019
 PAGE NUMBER: 1 of 3

POLICY TITLE: Processing Projects
DEPARTMENT: Provider Claims
ORIGINAL DATE: February 2016

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

Policy Review Committee Approval Date: September 30, 2019

Product Applicability: mark all applicable products below:

COMMERCIAL	<input type="checkbox"/> HMO <input type="checkbox"/> PPO <i>Products:</i> <input type="checkbox"/> Small <i>Exchange:</i> <input type="checkbox"/> Shop <input type="checkbox"/> All <input type="checkbox"/> Indiv. <input type="checkbox"/> Indiv. <input type="checkbox"/> Large <i>States:</i> <input type="checkbox"/> GA <input type="checkbox"/> MD <input type="checkbox"/> OH <input type="checkbox"/> TX <input type="checkbox"/> _____
GOVERNMENT PROGRAMS	<input type="checkbox"/> MA HMO <input type="checkbox"/> MA C-SNP <input type="checkbox"/> MA D-SNP <input type="checkbox"/> MSSP <input type="checkbox"/> Next Gen ACO <input type="checkbox"/> MA All <input checked="" type="checkbox"/> Medicaid <i>States:</i> <input type="checkbox"/> DC <input checked="" type="checkbox"/> KY <input type="checkbox"/> MD <input type="checkbox"/> _____
OTHER	<input type="checkbox"/> 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, 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 project claims and documentation for internal audit purposes.

DEFINITIONS

Projects – Projects received by other departments or requests made within the provider claims research department that result in claims reprocessing. These claims are organized and distributed by the provider claims research coordinator to provider claims research employees.

POLICY

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

PROCEDURE

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

I. Projects

- a. Following project identification, the provider claims coordinator will organize and distribute the project to a provider claims research rep for processing. The steps outlined below should be adhered to for appropriate processing.
 - The coordinator will email the project template and supporting documentation to provider claims research supervisors and all coordinators.
 - The coordinator will then log the project into the provider claims project tracker.
 - The coordinator will upload projects into the Evolent (shared) L drive, waiting to be assigned folder. The coordinator will handout the projects on a first in, first out basis for completion.
 - The research rep will reprocess the claims associated with the project. Some projects may require a spreadsheet to be completed and notated, as assigned/deemed necessary by management.
 - Once processing has been completed, the provider claims research rep will complete the claims in WFM OneDrive or send the electronic spreadsheet (if required).
 - The 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. If a spreadsheet was required, the hard copy of the project will be returned to the originator and the electronic version will be posted in the “closed projects” folder located in a designated location.

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	16-Sep
Revision: Process of how projects are distributed to the Research Reps has changed from sending out spread sheets to the Reps pulling the project claims off of a SharePoint site.	17-Sep
Due to dept split, updated according to new dept functions	18-Mar
Updated with processing changes and new shared drives	19-Sep