



Policy Identifier: Claims Management Process

Policy Information

Policy Type	Business	Published Date	
Policy Status	DRAFT	Effective Date	1/1/21
Employee Applicability	Employees of Businesses shown in this Policy	Country	United States
UHG Business Applicability	Specific to Businesses shown in this Policy	State/Territory	UHC Kentucky
Vendor/Contractor Applicability	Not Applicable		
Business Platform	UnitedHealthcare—CSP Facets	Functional Area	C&S Claims Operations and Workforce Mgmt.
Reporting Segment	UnitedHealthcare Community & State	Sub-Functional Area	
Products Impacted	All		

Policy Statement / Purpose

UnitedHealthcare has established processes to actively monitor pending claims inventory. These processes will monitor pending claims inventory to timely process claims and to comply with all contractual and statutory requirements

Policy Definitions

Clean Claim--a claim that can be processed without obtaining additional information from the provider of the service or third party.

Unclean Claim--a claim that is denied because the claim is an ineligible claim, the claim submission is incomplete, the coding or other required information to be submitted is incorrect, the amount claimed is in dispute, or the claim requires special treatment.

Policy Provisions

A. Claim Operations

1. Director Level and Business Manager:

- a. Daily – facilitates meetings inclusive of Business Managers, Directors and Vice Presidents to review and discuss overall inventory to ensure team is meeting aged inventory goals and act upon any claims that need to be addressed same day.
- b. Weekly Performance Guarantee Reporting – Review and explain situations where any claims missed the prior week’s performance guarantee (PG). Managers review weekly inventory summaries sent out by PG reporting team to address claims that are at risk of not meeting inventory goals or are at risk of missing PG’s.

2. Business Manager:

- a. Daily- KMI meetings are facilitated with Workforce Management to review overall inventory volume and act on any aged claims that need to be addressed that day. Daily

situational high priority meetings are scheduled as need to resolve claims immediately. A claim at risk for missing a performance guarantee is worked and released prior to rolling over the required days to pay measure.

- b. Daily - Work on root cause determination and remediation so future claims are not affected in the same manner.
- c. Monthly – Review monthly Performance Guarantee Reports.

3. Supervisor:

- a. Daily – Huddles with claim processing team to review new/updated processes/policies, review goals and current progress towards goals, answers questions, etc.
- b. Daily – Attend and participate in meetings with workforce management. Workforce managers send reports to help identify and resolve any claims in jeopardy of missing a state performance guarantee.
- c. Daily-Attend and participate in meetings with partner management. During these meetings, claims pended to internal business departments/ partners are reviewed and acted upon. The goal is to ensure claims are returned and resolved in an efficient and timely manner when pended outside of the claim team.
- d. Weekly Performance Guarantee Reporting – Review and explain situations where any claims missed the prior week’s performance guarantee. Work on root cause determination and remediation so future claims are not affected in the same manner.
- e. Bi-weekly – Supervisors meet bi-weekly with their staff to discuss progress, goals, questions, etc.
- f. Monthly – Review monthly Performance Guarantee Reports.

4. Subject Matter Expert:

- a. Responds to processor questions real-time.
- b. Responds to questions from business partners on a daily basis.

5. Training:

- a. Claim Operations will provide ongoing training as needed to the claim staff that proactively provides continuous improvement of claim quality. Ongoing training will include, but is not limited to:
 - i. Ad-hoc training as trends/issues are identified or due to benefit changes or contract changes
 - ii. New processes that are implemented that impact claims processing
 - iii. Refreshers on topics such as the Code of Ethics, confidentiality, cultural sensitivity, and claim processing
 - iv. Compliance training required for all staff as a condition of employment
- b. Training will be provided via daily huddles, classroom, and/or computer based training.

B. Workforce Management

1. Daily reporting

- a. Workforce Management (WFM) will make reports available each day for all outstanding claims. These will be updated daily as soon as the data is available. They will be posted on the WFM Sharepoint Site each morning, so they can be accessed by all members of management within C&S Claims Operations.

2. Daily engagement of Key Metrics Indicators (KMI)

- a. Each day, WFM will meet with the leadership of C&S Claims Operations to discuss outstanding inventory and available resources. During this meeting, we will review:

- i. Claims inventory
- ii. Age of outstanding inventory
- iii. Resources available and expected production
- iv. Issues or barriers to processing
- v. Any upcoming items that may impact capacity
- vi. Work direction on how to allocate resources and prioritize work

3. Organizational engagement

- a. WFM will engage any other areas of the organization that may be needed to assist in processing outstanding claims. This will focus on gaining timeframes for completion, working through any outstanding barriers and gaining alignment toward target cycle times and inventory levels

4. Barriers

- a. Any issues or barriers that are not able to be resolved will be raised to WFM and Claims Operations management in time to effect resolution timely enough to meet targeted timeframes.

5. Performance Targets

- a. 90% of clean claims (includes Indian Health Services – I/T/Us) in 30 days
- b. 99% of clean claims in 90 days

Business & Regulatory Requirements

Description of Business / Regulatory Requirements			
Related Documents			
Policy Administrator		Policy Creator	Erin Krummen, WFM/Patti Jochem, Claim Operations
Policy Owner		Executive Owner	
Review Frequency		Next Required Review Date	