

SMSO Policy Manual

MEDICARE PROVIDER AND BENEFICIARY NOTIFICATION – PAPER AND ELECTRONIC

Executive Sponsor: Stephen Adamson, Chief Operations Officer

Issuing Department: Claims

Gate Keeper: Melissa Rusk, Director Claims

COMPLIANCE STATEMENT:

Enforcement:	All members of the workforce are responsible for compliance with this policy. Failure to abide by the requirements of this policy may result in corrective action, up to and including termination. Workforce members are responsible for reporting any observed violations of this policy.
Review Schedule:	This policy will be reviewed and updated as necessary and no less than every two years.
Monitoring and Auditing:	The Issuing/Collaborating Department(s) is responsible for monitoring compliance with this policy.
Documentation:	Documentation related to this policy must be maintained for a minimum of 10 years.

Applies to:

- | | |
|--|---|
| ☒ SummaCare | ☐ Apex |
| ☐ Summa Health Management Company | ☒ Summa Insurance Company |

Line of Business:

- | | |
|--|--|
| ☐ Commercial Groups | ☒ Medicare |
| ☐ Medicare Supplemental | ☐ On-Exchange |
| ☐ Off-Exchange | ☐ Self-Funded |

1.0 Purpose:

- 1.1 To ensure that an explanation of benefits (EOB), explanation of payment (EOP), electronic remittance (835) and payment is generated and mailed/generated timely.

2.0 Policy:

- 2.1 The Company generates beneficiary and provider mailings and electronic transactions related to claim adjudication cycles weekly.

3.0 Procedure:

- 3.1 EOBs, EOPs, and paper checks are generated at least once per week based on the claim adjudication schedule.
- 3.2 EOBs, EOPs and paper checks are delivered to the Mail Room within 24 hours of the end of the adjudication cycle.
- 3.3 The Mail Room will prepare for mailing and mail EOBs, EOPs and paper checks within 4 days of the end of the adjudication cycle.
- 3.4 As of January 2019, the Mail Room will have 5 days for mailing EOBs when the adjudication cycle ends on Wednesday, Thursday or Friday.
- 3.5 Member written notifications from Utilization Management are mailed on the same day of generation.
- 3.6 Any situation that results in mailing or generation delays for paper transactions will be logged and reported to Compliance.
- 3.7 Melissa Rusk, Director, Claims & BPO Operations has the authority and responsibility for the activities in this policy or procedure.
- 3.8 The Issuing Dept. is responsible for monitoring/enforcing the compliance with this policy.
 - 3.8.1 Compliance will conduct periodic reviews to monitor and audit compliance with this policy.

4.0 References:

- 4.1 Source of the policy (regulatory citation, accreditation standard, internal standard)
 - 4.1.1 MMCM Chapter 3, Section 10
- 4.2 Are there any references to other documents, regulations, or intranet locations?



Uncontrolled if Printed

Policy Number: CSCL0032 Manual Name: SMO Policy Manual Policy Name: Medicare Provider and Beneficiary Notification – Paper and Electronic Approved By: Stephen Adamson Last Revised: 07/09/2019

4.2.1 None

4.3 Are there other policies that work in conjunction with this policy?

4.3.1 UM Notification Letter Processing

4.4 Replaces (if applicable):

4.4.1 None

5.0 Definitions:

5.1 None

6.0 Key Words or Aliases (Optional):

6.1 Mailroom, EOB, EOP, Notification, Medicare

ORIGINAL *EFFECTIVE DATE*: 1/1/2016
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