

		<b>Reimbursement Policy</b>
<b>Subject: Requirements for Documentation of Proof of Timely Filing</b>		
Effective Date: <b>01/01/20</b>	Committee Approval Obtained: <b>01/01/20</b>	Section: <b>Administration</b>
***** The most current version of our reimbursement policies can be found on our provider website. If you are using a printed version of this policy, please verify the information by going to <a href="https://providers.healthybluela.com">https://providers.healthybluela.com</a> .*****		
<p>These policies serve as a guide to assist you in accurate claims submissions and to outline the basis for reimbursement if the service is covered by a Healthy Blue Dual Advantage (HMO D-SNP) member's plan. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member's state of residence. You must follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with CPT® codes, HCPCS codes and/or revenue codes. The codes denote the services and/or procedures performed. The billed code(s) are required to be fully supported in the medical record and/or office notes. Unless otherwise noted within the policy, our policies apply to participating providers and facilities; a noncontracting provider who accepts Medicare assignment will be reimbursed for services according to the original Medicare reimbursement rates.</p> <p>If appropriate coding/billing guidelines or current reimbursement policies are not followed, Healthy Blue Dual Advantage may:</p> <ul style="list-style-type: none"> <li>• Reject or deny the claim.</li> <li>• Recover and/or recoup claim payment.</li> </ul> <p>Healthy Blue Dual Advantage reimbursement policies are developed based on nationally accepted industry standards and coding principles. These policies may be superseded by mandates in provider, state, federal, or CMS contracts and/or requirements. System logic or set up may prevent the loading of policies into the claims platforms in the same manner as described; however, Healthy Blue Dual Advantage strives to minimize these variations.</p> <p>Healthy Blue Dual Advantage reserves the right to review and revise its policies periodically when necessary. When there is an update, we will publish the most current policy to the website.</p>		
<b>Policy</b>	<p>Healthy Blue Dual Advantage will reconsider reimbursement of a claim that is denied for failure to meet timely filing requirements unless provider, state, federal or CMS contracts and/or requirements indicate otherwise when a provider can:</p> <ul style="list-style-type: none"> <li>• Provide a date of claim receipt compliant with applicable timely filing requirements.</li> <li>• Demonstrate good cause exists.</li> </ul>	

**<https://providers.healthybluela.com>**

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	<p><b>Documentation of Claim Receipt</b></p> <p>The following information will be considered proof the claim was received timely. If the claim is submitted:</p> <ul style="list-style-type: none"> <li>• By mail: The provider must provide official mailing service return receipt/delivery confirmation; additionally, the provider must provide a copy of the claim log that identifies each claim included in the submission.</li> <li>▪ Electronically: The provider must provide the clearinghouse assigned receipt date from the reconciliation reports.</li> <li>▪ By fax: The provider must provide proof of facsimile transmission.</li> <li>▪ By hand delivery: The provider must provide a claim log that identifies each claim included in the delivery and a copy of the signed receipt acknowledging the hand delivery.</li> </ul> <p>The claims log maintained by providers must include the following information:</p> <ul style="list-style-type: none"> <li>• Name of claimant</li> <li>• Address of claimant</li> <li>• Telephone number of claimant</li> <li>• Claimant's federal tax identification number</li> <li>• Name of addressee</li> <li>• Name of carrier</li> <li>• Designated address</li> <li>• Date of mailing or hand delivery</li> <li>• Subscriber name</li> <li>• Subscriber ID number</li> <li>• Member's name</li> <li>• Date(s) of service/occurrence, total charge, and delivery method</li> </ul> <p><b>Good Cause</b></p> <p>Good cause may be established by the following:</p> <ul style="list-style-type: none"> <li>• If the claim includes an explanation for the delay (or other evidence which establishes the reason), Healthy Blue Dual Advantage will determine good cause based primarily on that statement or evidence.</li> <li>• If the evidence leads to doubt about the validity of the statement, Healthy Blue Dual Advantage will contact the provider for clarification or additional information necessary to make a good cause determination.</li> </ul> <p>Good cause may be found when a provider claim filing delay was due to:</p> <ul style="list-style-type: none"> <li>• Administrative error — incorrect or incomplete information furnished by official sources to the provider.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Retroactive enrollment — Member subsequently received notification of enrollment effective retroactively to or before the date of service.</li> <li>• Incorrect information furnished by the member to the provider resulting in erroneous filing with another health insurance plan or with the state Medicaid plan.</li> <li>• Unavoidable delay in securing required supporting claim documentation or evidence from one or more third parties despite reasonable efforts by the provider to secure such documentation or evidence.</li> <li>• Unusual, unavoidable or other circumstances beyond the service provider's control which demonstrate that the provider could not reasonably be expected to have been aware of the need to file timely.</li> <li>• Destruction or other damage of the provider records unless such destruction or other damage was caused by the provider's willful act of negligence.</li> </ul>
<b>History</b>	<ul style="list-style-type: none"> <li>• Initial policy approval and effective date <b>01/01/20</b></li> </ul>
<b>References and Research Materials</b>	<p>This policy has been developed through consideration of the following:</p> <ul style="list-style-type: none"> <li>• CMS</li> <li>• State contract</li> </ul>
<b>Definitions</b>	<ul style="list-style-type: none"> <li>• <b>General Reimbursement Policy Definitions.</b></li> </ul>
<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• Claims Timely Filing</li> </ul>
<b>Related Materials</b>	<ul style="list-style-type: none"> <li>• Acknowledgement of Receipt and Received Date for EDI Submission</li> </ul>