



## Provider Dispute Process Timeframes

DESCRIPTION		TURNAROUND TIME FRAME
<b>DEADLINE FOR PLAN RECEIPT OF PROVIDER DISPUTES</b>	Dispute related to an individual claim, billing dispute, or contractual dispute;  OR  Dispute related to a demonstrable and unfair payment pattern by the Plan	<b>Deadline: 365 days</b> after the most recent action, or in the case of inaction, 365 days after time for contesting or denying claims has expired.
	Dispute regarding a Plan notice of overpayment	<b>Deadline: Within 30 working days</b> of receipt of the Plan notice of overpayment of a claim
	Amended Provider Dispute	<b>Deadline: Within 30 working days</b> of the date of the provider's receipt of a returned dispute with written Plan notice
<b>TIME PERIOD FOR ACKNOWLEDGEMENT</b>	Electronic Provider Dispute (directly into the system)	Provided within <b>2 working days</b> of the date of receipt of the date of receipt of the electronic provider dispute
	Paper Provider Dispute (mail, fax, e-mail, physical delivery)	Provided within <b>15 working days</b> of the date of receipt of the date of receipt of the paper provider dispute
<b>TIME PERIOD FOR RESOLUTION AND WRITTEN DETERMINATION</b>	Resolution and issuance of written determination for each provider dispute or amended provider dispute.	Plan's goal is to resolve and issue written determination within <b>45 working days</b> after the date of receipt of the provider dispute or the amended provider dispute.
<b>PAST DUE PAYMENTS AND INTEREST AND PENALTIES</b>	Resolution of a dispute involving a claim, which is determined in whole or part in favor of the provider, shall include the payment of any outstanding monies determined to be due and all interest due.	Plan goal is to issue payment <b>with the resolution letter</b> and in all cases payment will be made no later than within <b>5 working days</b> of the issuance of the written determination.
		Accrual of interest and penalties for the payment of these resolved provider disputes shall commence on the day following the expiration of "Time for Reimbursement" of the complete claim.