

## **NHP/NHIC-Medicare Advantage Private Fee For Service plan Provider Payment Appeals System**

### **Abstract/Purpose:**

To ensure NHP/NHIC compliance with the CMS Managed Care Manual Chapter 6, and the CMS PFFS Monitoring Guide (Element PR206), regarding Provider payment appeals system.

#### **I. POLICY:**

To ensure NHP/NHIC compliance with the CMS Managed Care Manual Chapter 6, and the CMS PFFS Monitoring Guide (Element PR206), Provider payment appeals system.

#### **II. PROCEDURE:**

NHIC Medicare Advantage PFFS plans have established and maintain a payment appeal system under which providers may have their payment claims reviewed in the event that a provider believes they were less than they would have been under original FFS Medicare. Providers must demonstrate that they have not received proper payment and the plan must then pay difference between what the provider originally received and what they would have received under original Medicare.

#### **III. PROCESS**

Providers should contact the Medicare Customer Service department for review of questions regarding any claims payment. They may also review claims online following appropriate registration on the provider portal at [www.nppdrugplans.com](http://www.nppdrugplans.com) . After initial review if a provider feels that the wrong payment was made, they must submit their claims payment dispute request in writing for further review to:

Network Health Insurance Corporation  
Medicare Claims and Coding Specialist  
1570 Midway Place  
Menasha, WI 54952

A written determination will be sent to the provider and will be considered final.

## **Regulatory Body: CMS**

Chapter 6, and the CMS PFFS Monitoring Guide Elements PR206

### **JC Functional Category**

#### **Policy Discipline**

- NHP/NHIC Medicare

#### **Policy Entity**

- NHP/NHIC

#### **Origination Date**

- 01/01/2008

#### **Replaces Policy**

- NEW as of 1/01/2008

#### **Next Review**

- 01/17/2009

#### **Approval Information**

- COO/Business Operations Committee (BOC) on 01/17/08

#### **Policy Subject Matter Expert**

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#### **AHS Values**

- Service
- Integrity