



Network Notification

Date: December 7, 2010

Number: OH-P-2010-35

To: Ohio Providers

From: CareSource

Subject: Claim Reprocessing Policy due to Systemic Errors

Effective Date: July 1, 2010

The following outlines CareSource's policy regarding claim reprocessing upon discovery of systemic errors that resulted in incorrectly underpaying or denying claims.

This policy will outline how corrective action will be taken on behalf of affected providers, regardless of whether the systematic error in payment is identified by CareSource or by any provider.

Definition of a Systematic Error

A claims payment systemic error is defined as involving more than five providers, or involving a significant number of payment errors if less than five providers are affected

Policy

- If a claims payment systemic error occurs, CareSource will notify the Ohio Department of Job and Family Services (ODJFS) of the error
- CareSource will specify the process and timeline for corrective action for participating providers
- *Exception:* The only exception is if CareSource corrects the payments within 60 days from the date of identification of the error

If the error is not a claims payment systemic error, and the provider has followed the proper appeals process, CareSource will correct the payment(s) within 60 days from the date of identification of the error.