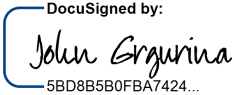


SAN FRANCISCO HEALTH PLAN FI-02: Claims Disbursement

APPROVAL/REVIEW/REVISION HISTORY			
Signature	Title	Date	Action
 DocuSigned by: <i>John Grgurina</i> 5BD8B5B0FBA7424...	CEO	12/7/2020	Biennial Review



SFHP POLICY AND PROCEDURE

Claims Disbursement

Policy and Procedure Number:	FI-02
Department Owner:	Finance
Lines of Business Affected:	<input checked="" type="checkbox"/> Medi-Cal <input checked="" type="checkbox"/> Healthy Workers HMO <input type="checkbox"/> Healthy SF <input type="checkbox"/> City Option <input type="checkbox"/> All lines of business and coverage programs as listed above

POLICY STATEMENT

San Francisco Health Plan (SFHP) issues claims payments on a weekly basis to Providers for all claims in an approved (adjudicated) status. Claims checks are issued with a date that corresponds to the date appearing on the remittance advice. Checks, ACH transfers, remittance advices and 835 electronic remittance advices are released to Providers within three business days.

PROCEDURE

Weekly Check Disbursement

1. Every Wednesday, the Claims Disbursement Accountant will run the Claims Preview Report 510 to review the amounts scheduled to be paid to Providers.
2. Every Wednesday, the Claims Disbursement Accountant runs Payment Troubleshooters to detect any claims that may require additional review before moving the claims through the payment process.
3. Run "Create Fee-For-Service Payment" process in the Payment Manager module in QNXT.
4. Run Print Provider Checks process in the Payment Manager module in QNXT.
5. Run Create Remits/EOB's/835's process in the Payment Manager module in QNXT.
6. Create batch entry files for import into Great Plains (GP). Import the batch entry files to create accounts payable batches for the payments to be made to Providers.
7. Generate A/P batch edit reports. Review, reconcile and post.
8. Create a check print batch in GP. Print edit report. Review, reconcile and post.
9. Print claims checks for Providers. Confirm that the check date and the date of the remittance advices match.
10. Print the remittance advices and match to checks and ACH transfer requests.

11. Obtain signature(s) from authorized check signers.
12. Obtain confirmation from the Information Technology department that the total payment amount reflected in the 835 electronic payment file matches the check/ACH amount.
13. Checks and related remittance advices are mailed to those providers that receive live checks. The mail log is updated with the check run total and the date the envelopes were placed into the mail.
14. For Providers receiving electronic payments, the 835 electronic payment files are uploaded to their respective FTP sites (electronic folders to which Providers have secure access to retrieve the 835 file).
15. Finance staff uploads issued check information to the City National Bank Treasury Net Positive Pay module.
16. Finance notifies the ITS team that the 835 file has been generated.

MONITORING

Director, Accounting reviews and approves weekly check disbursements prior to release of payment to ensure completeness, consistency and adherence to the guidelines specified in this policy. Claims are subject to internal audits per the Quality Assurance team.

DEFINITIONS

Date of payment: means the date of postmark or electronic mark accurately setting forth the date when the payment was electronically transmitted or deposited in the U.S. Mail or another mail or delivery service, correctly addressed to the claimant's office or other address of record.

NOTE: The calculation of the interest payment in the QNXT system includes 3 additional days to account for the 3 business days needed to process the checks from the check-run date to the date the checks are mailed or electronically transferred.

AFFECTED DEPARTMENTS/PARTIES

Finance
Operations – Claims, Quality Assurance
ITS - EDI

RELATED POLICIES AND PROCEDURES AND OTHER RELATED DOCUMENTS

CL-06: Timely Filing Requirements for Providers and Claims Processing Guidelines
CL-15: Claims Remittance Advice
Finance Claims Disbursement DTP

REVISION HISTORY

Effective Date: March 8, 2013

Revision Date(s): October 25, 2018; November 19, 2020

REFERENCES

1. DHCS-SFHP Contract: Exhibit A, Attachment 18, Section 8C