



LCU Process for Reviewing Paid Claims Effective October 2022

Each month the local coordinator will receive the available paid claims report from the Data Manager.

- Paid claims are reviewed to ensure that the health care facility/provider has been reimbursed for covered services as listed on the What's Covered *Women's Way* CPT Code Medicare Part B Rate List, and payment was not for noncovered services.
- If payment for non-covered services is identified, Blue Cross Blue Shield member services should be contacted at 844.363.8457 to request a refund if the payment was for more than \$100. For any amount of \$100 or less, a refund should not be requested.
- Check if you have an Intake and Visit form, office visit report, or diagnostic form for all claims paid by *Women's Way*. Make sure that the client was active during the time the screening or diagnostic services were provided.
 - If you do not have documentation of services or procedures listed on paid claims, call the health care provider or your contact at the health care facility to get the results, or send an Intake and Visit form or diagnostic form to the health care provider to complete.
 - For unique circumstances in which a client has a procedure that does not have a covered CPT or diagnosis code but you think the service should be paid for, contact the *Women's Way* State Office to see if payment can be provided from another source of payment.
- If you have a question about why a covered procedure code was not paid for, refer to the Reject code and Description columns on the Paid Claims report or call Blue Cross Blue Shield member services. If the CPT code was not paid for, it could be due to the diagnosis code that was used for the service.
- If you continue to have questions, please contact the *Women's Way* nurse consultant at 701.328.2389 or bsteiner@nd.gov.

Last Review Date	
10/2022	bas
07/2020	bas