



Feb. 4, 2019

Mass Adjustment of Claims Policy

Section V.H.1.h.

- i. The PHP shall have the capability to complete mass adjustments of adjudicated claims by provider types, claim types, and time period.
- ii. The PHP shall comply with the Department's policies and procedures on mass adjustment.

Background

From time to time, the PHP will need to mass adjudicate claims. These mass adjustments may be processed and reported to the impacted providers (e. g., a retroactive rate or policy change), or the claims may be updated only in history (e.g., a change of an accounting code for a previously paid expense). NC Medicaid expects its detailed encounter records to reflect the final status of claims determinations impacting providers, including recoveries received by the PHP on previously paid claims.

DHB Expectations for PHP Mass Adjustments

Mass Adjustments impacting a provider's checkwrite shall be communicated in advance of execution by the PHP, and if multiple providers are impacted, to the appropriate provider association(s).

At least 5 business days prior to the scheduled mass adjustment, the PHP should notify the Deputy Directory or Standard Plans. This notification should include a schedule for the adjustment and a copy of the communication planned for the provider and any provider association.

For any claims that are mass adjusted with resultant impacts to any encounter data previously provided to NC Medicaid, the PHP shall also provide updated encounter claims reflecting the updated provider claim information.

Any recoveries of amounts paid to a provider, (i.e., a commercial insurance recovery, a provider refund to correct an overpayment, etc.) shall result in an adjustment to the claim in the PHP's system, and the creation of a new encounter claim.

These new encounters shall be submitted to the EPS on the same frequency and in the same format as any other claim adjustment adjudicated by the PHP system. Please be aware of the submission rules found in the Encounter Data Manual, e.g., the limitation of encounter files to 5,000 transactions. When a greater number of records needs to be submitted, please coordinate with the State's EDI Coordinator (EPSEDISupport@dhhs.nc.gov).

Version

DATE	SECTION UPDATED	CHANGE