

Chapter 3

Claims





Claims Submission

Practitioners, hospitals, facilities, and ancillary providers should submit THP network claims via their clearinghouse using payer ID 95677 (837 Institutional and Professional), payer ID 34150 (837 Dental), or through the THP MyPlan Provider Portal.

Paper claims must be submitted on red Optical Character Recognition (OCR) forms to:

The Health Plan
1110 Main Street
Wheeling, WV 26003

THP will not accept handwritten paper claim forms or paper claim forms in non-OCR format.

THP requires complete and accurate procedure and diagnosis codes on claims submission

including ICD-10 Z-codes to collect information about THP members' social determinants of health (SDoH).

THP encourages the submission of HCPCS Category II codes to report performance measures. Using category II codes will decrease the need for THP to request medical records.

When entering the patient information on a claim, please include the entire THP member ID number with the two-digit suffix. Do not use dashes.

THP member ID numbers begin with the letter H, then eight numeric characters, and then two- numeric suffix indicates the member type.

Suffix definitions:

- 01 – Subscriber
- 02 – Spouse
- 03 – Child (eldest)
- 04 – Child (next eldest)



Timely Filing and Timely Adjudication

For THP's Commercial Fully Insured, West Virginia Mountain Health Trust (MHT) and Medicare Advantage lines of business:

- Initial, original claims must be submitted within 180 days from the date of service.
- Corrected claims must be submitted within 180 days from the date of the original denial or within 180 days from the date of service, whichever is greater.
- Coordination of benefits (COB) claims must be submitted within 180 days from the date of service or 90 days from the date of the primary carrier's explanation of benefits (EOB), whichever is greater.

For THP's Self-Funded / Administrative Services Only customers:

- All claims must be submitted within the timely filing requirements set forth in the employer group's plan design unless otherwise required by applicable state or federal regulations.

THP will adjudicate clean claims within thirty (30) days from receipt, or as otherwise required by prompt pay requirements.

If a clean claim is not paid within the applicable timeframes, appropriate interest is applied to the claim when paid as required by state law, Medicare, or West Virginia Mountain Health Trust (MHT).

- For MHT services, interest is paid to participating practitioners at 18 eighteen percent (18%) per annum calculated daily for the full period the claim remains unpaid beyond the 30-day clean claims payment deadline.
- For Medicare Advantage services, interest is paid to participating practitioners at interest rates set by the United States Department of the Treasury at <https://www.fiscal.treasury.gov/prompt-payment/> for the full period the claim remains unpaid beyond the 30-day clean claims payment deadline.
- For Commercial Fully Insured services, interest is paid to participating practitioners at interest rates set by the United States Department of the Treasury at <https://www.fiscal.treasury.gov/prompt-payment/> for the full period the claim remains unpaid beyond the 30-day clean claims payment deadline.

THP offers Electronic Funds Transfer (EFT) at no charge for Commercial, Medicare Advantage, Mountain Health Trust (WV Medicaid & CHIP), & PEIA.

To enroll with THP's EFT, access THP's secure provider portal resource library and complete the 'EFT Enrollment Form.'

Self-funded/ Administrative Services Only (ASO) EFT will process through vendor, Optum VPay. VPay's default payment method is virtual credit card. Practitioners can update their VPay payment method by contacting VPay at 1.877.714.3222.



Practitioner Overpayments

Federal and state law requires practitioners to notify THP in writing and return the full amount of any overpayment promptly and in no less than sixty (60) days of the date on which the practitioner identifies an overpayment. This requirement applies to any payment identified as an overpayment, including those unrelated to program integrity, i.e., administrative overpayments.

In the event THP identifies an overpayment, THP will recover the full amount of the overpayment in compliance with federal and state law. Depending on factors including the coverage in which member(s) were enrolled, overpayment recoveries may be made through offset of future claims payments if a practitioner does not promptly return the amount in full.

Identification and recoupment by THP are independent of and does not relieve the practitioner's duty to identify and repay overpayments. The deadline for filing an appeal regarding a claim or payment is separate and apart from the practitioner's duty to identify and repay overpayments. Appeal rights do not toll or otherwise impact a practitioner's duty to identify and repay overpayments.

Practitioner Reconsideration (Appeal)

If a practitioner does not agree with a THP claim denial, then the practitioner has the right to file a reconsideration (appeal).

THP's practitioner reconsideration is a one-level appeal. A practitioner has the greater of 180 days from THP's original denial or 180 days from the date of service to request a reconsideration (appeal).

To file a reconsideration (appeal), practitioners can call 1.877.847.7901, fax to 740.699.6163, or mail:

The Health Plan
Attn: Appeals
1110 Main Street
Wheeling, WV 26003

Coordination of Benefits (COB)

COB is intended to avoid claims payment delays and duplication of benefits when a person is covered by two (2) or more plans providing benefits or services for medical treatment. COB is designed to eliminate the opportunity for a person to profit from an illness because of duplicate group health care coverage.



Commercial Fully Insured and Self-Funded/ASO

Each employer group contracting with THP has a COB provision in their contract. In accordance with your provider contract, claims for THP members with another insurance should be submitted to the primary carrier first for payment.

- Primary plan – plan that reviews for payment first
- Secondary plan – plan that reviews for payment second

When THP is the secondary payer, THP will adjudicate the balance of covered services not paid by the primary plan, so long as the total payment does not exceed one hundred percent (100%) of your contracted rates.

For Self-Funded/ASO members that have primary insurance from a source other than their Self-Funded/ASO plan, THP will honor utilization management decisions made by the primary carrier for those services in the primary carrier's benefit package, up to the allowed applicable contracted fee schedule limit. If THP is responsible for Self-Funded/ASO services that are carved out of the primary carrier's benefit package, THP has utilization management responsibility for those carved out services.

For members that have primary insurance from a source other than their Commercial Fully Insured plan, THP will not honor utilization management decisions made by the primary carrier for those services in the primary carrier's benefit package.

Some Commercial Fully Insured and ASO customers follow National Association of Insurance Commissioners (NAIC) guidelines for COB calculation. In determining the amount to be paid by the secondary plan on a claim, should the plan wish to coordinate benefits, the secondary plan shall calculate the benefits it would have paid on the claim in the absence of other health care coverage and apply that calculated amount to any allowable expense under its plan that is unpaid by the primary plan. The secondary plan may reduce its payment by the amount so that, when combined with the amount paid by the primary plan, the total benefits paid or provided by all plans for the claim do not exceed 100% of the total allowable expense for that claim. In addition, the secondary plan shall credit to its plan deductible any amounts it would have credited to its deductible in the absence of other health care coverage.



West Virginia Mountain Health Trust Members

For THP MHT members that have primary insurance coverage from a source other than Mountain Health Trust (MHT), THP will honor utilization management decisions made by the primary carrier for those services in the primary carrier's benefits package, up to the allowed WV Medicaid or WV Children's Health Insurance Program (WVCHIP) limit. If THP is responsible for West Virginia MHT, including WV Medicaid and WV CHIP services that are carved out of the primary carrier's benefit package, THP has utilization management responsibility for those carved out services.

Medicare Advantage Members

For THP Medicare Advantage members that have primary insurance from a source other than their Medicare Advantage plan, THP will honor utilization management decisions made by the primary carrier for those services in the primary carrier's benefit package, up to the allowed applicable contracted fee schedule limit. If THP is responsible for Medicare Advantage services that are carved out of the primary carrier's benefit package, THP has utilization management responsibility for those carved out services.

Benefit Order Determination Rules

Non-Dependent or Dependent: The plan that covers the person other than as a dependent, for example as an employee, member, policyholder, subscriber, or retiree, is the primary plan and the plan that covers the person as a dependent is the secondary plan. However, if the person is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the plan covering the person as a dependent, and primary to the plan covering the person as other than a dependent (i.e., a retired employee), then the order of benefits between the two plans is reversed so that the plan covering the person as an employee, member, policyholder, subscriber or retiree is the secondary plan and the other plan is the primary plan. Example:

- **Employee:** The plan covering the person as an employee pays benefits first. (If the patient is THP subscriber, THP is primary.)
- **Spouse:** The plan covering that person as a dependent pays benefit second. (If the patient is the spouse of THP subscriber, THP is secondary to the spouse's insurance.)

Dependent children: The plan covering the parent whose birthday falls earlier in the year is determined before those of the plan of the parent whose birthday falls later in that year. The term "birthday" refers only to the month and day of birth during the calendar year. (If both parents have the same birthday, the benefits of the plan that covered the parent the longest is the primary plan.)

Dependent children of separated or divorced parents: When parents are separated or divorced, the birthday rule applies when the court decree does not designate a specific parent to carry insurance for the child as primary. However, if specific terms of a court decree state that one (1) parent is responsible for the health care expenses of the child, the plan of that parent is primary.



In the absence of a court decree, the following rules apply:

- a. The plan of the parent (with custody) who is the residential parent and legal custodian of the child pays first.
- b. The plan of the spouse of the parent (with custody) who is the residential parent and legal custodian of the child pays next.
- c. The plan of the parent (without custody) who is not the residential parent and legal custodian of the child pays next.
- d. The plan of the spouse of the parent (without custody) who is not the residential parent and legal custodian of the child pays last.

Active/inactive employee: The primary plan is the plan that covers a person as an employee who is neither laid off nor retired, or that employee's dependent. The secondary plan is the plan that covers that person as a laid-off or retired employee, or the employee's dependent. If the other plan does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule is ignored. This rule does not apply if the non-dependent or dependent rule can determine the order of benefits.

Longer/shorter length of coverage: If none of the above rules determines the order of benefits, the plan covering a person longer pays first. The plan covering that person for the shorter time pays second.

COB Billing

Practitioners should bill the primary insurance first even if there is a deductible to be met so that the service can be applied to the deductible.

Practitioners should bill the secondary insurance and include the primary explanation of payment (EOP).

- o If billing electronically, COB information must be included in the electronic submission.
- o If billing on paper, a separate EOP must be submitted for each claim.

All payments indicated on the claim must be supported by an EOP or the claim will be denied.

If you receive a COB denial, please submit correct information, if applicable, based on the denial.

- For COB questions contact the COB Department at 1-800.624.6961, ext. 7903.

Members with Double THP Coverage

Practitioners should bill the copay, deductible, and/or co-insurance shown on the payment remittance by using the member's secondary ID number.

- o If billing electronically, COB information must be included in the electronic submission.
- o If billing on paper, attach a copy of the remittance showing THP's payment.



Original Medicare Primary

Any practitioner who has submitted an assigned claim to Original Medicare has agreed to accept Medicare's reasonable charge as payment in full for their services. Per the Medicare's Carriers Manual, section 3045.1, the practitioner is in violation of their signed agreement if they bill or collect from the enrollee and/or the private insurer an amount which, when added to the Medicare benefit received, exceeds the reasonable charge.

THP, as a Medicare supplemental insurer, is functioning as a private insurer. Therefore, THP will be reimbursing the physician for THP covered services when that reimbursement amount does not exceed THP's standard reimbursement.

THP will pay deductibles, co-payments, co-insurances, and other member responsibility amounts not paid by the primary carrier so long as the total payment does not exceed the amount THP would pay as the primary carrier. This process is applied to each individual service.

Original Medicare Members

Below are steps to follow when billing for a Medicare member:

1. **REGULAR MEDICARE (red, white, and blue card):** THP evaluates primary and secondary coverage with Medicare in accordance with the Tax Equity and Fiscal Responsibility Act (TEFRA) of 1982. Please call the COB Department at THP at 1.800.624.6961, ext. 7903 for clarification of primary responsibility for Medicare members with this ID card.
2. **SECURECARE HMO, SNP/SECURECHOICE PPO:** Bill THP directly for all charges. THP is the Medicare carrier for Part A and Part B services.
3. **MEDICARE SUPPLEMENT:** Bill Medicare first and then bill THP for any co-insurance or deductibles (see Medicare crossover notice).

Medicare Crossover Notice

Effective as of Dates-of-Service on or after 8/29/2016

For Medicare Supplement Plans ONLY

- When your patient presents a Medicare Supplement ID card from THP, you will no longer be required to submit a claim to THP after Medicare processes the claim..
- Medicare will send THP claim information, and THP will then process the remaining copayment, co-insurance, or deductible, as applicable.
- THP will only cover those services that have been allowed or paid by Medicare. If Medicare denies the service, THP will also deny.



Documentation Submission

THP has a dedicated fax line, 740.699.6163, to submit documentation such as:

- Medical Records i.e., support an electronic claim, HEDIS, Quality Measures
- Primary Insurance Remittance/ Explanation of Payment (EOP)
- Reconsideration Request

To ensure documentation is routed correctly, please complete THP's Documentation Cover Sheet in its entirety. A copy of the cover sheet is available on THP's provider portal resource library, myplan.healthplan.org. Failure to complete the cover sheet may result in claim denials or mis-routed documentation. A separate cover sheet is required for each claim, as applicable.

All required documentation to support a claim must be faxed within twenty-four (24) hours of electronic claims transmission.

Never Events and Avoidable Hospital Conditions

Never Events

According to the National Quality Forum (NQF), never events are errors in medical care that are clearly identifiable, preventable, and serious in their consequences for patients, and that indicate a real problem in the safety and credibility of a healthcare facility. Never events consist of the wrong procedure being performed on the wrong body part, and/or wrong site, or on the wrong patient. All never events involving a wrong procedure, or a procedure performed on the wrong side, wrong body part, or wrong person are considered not medically necessary, and reimbursement is not permitted. Hospitals generally refrain from billing members for these never events. In the instance where THP does receive claim(s) for such services, these are appropriately denied for lack of medical necessity.

Avoidable Hospital Conditions

Avoidable hospital conditions (hospital-acquired conditions) are conditions "which could reasonably have been prevented through application of evidence-based guidelines." These conditions are not present when patients are admitted to a hospital but present during the stay.

CMS identifies the following as preventable hospital acquired conditions:

- Air embolism
- Blood incompatibility
- Catheter-associated urinary tract infection
- Deep vein thrombosis and pulmonary embolism following certain orthopedic procedures.
- Falls and trauma
- Foreign objects retained after surgery



- Iatrogenic pneumothorax with venous catheterization
- Manifestations of poor glycemic control
- Mediastinitis, following coronary artery bypass graft (CABG)
- Pressure ulcers stages III and IV
- Surgical site infection following bariatric surgery for obesity
- Surgical site infection following cardiac implantable device (CEID)
- Surgical site infection following certain orthopedic procedures
- Vascular catheter-associated infection and surgical site infection

CMS requires hospitals to submit inpatient hospital charges with a present on admission (POA) indicator. POA is defined as a condition that is present at the time the order for inpatient admission occurs. Conditions that develop during an outpatient encounter, including the emergency department, observation, or outpatient surgery are considered as POA.

THP reviews and tracks admissions with identifiable never events and avoidable hospital conditions. When it is determined there were additional hospital inpatient days at a participating provider facility, which directly and exclusively resulted from an avoidable hospital condition (not present on admission), reimbursement for additional inpatient days and/or services may be denied. Further, avoidable hospital conditions and never events shall not be considered in DRG determinations for facilities reimbursed through a DRG methodology. Denials for inpatient hospital days or services which are the result of such circumstances are not billable to the member. These reimbursement denials will not apply to hospital admissions in which the avoidable hospital condition was present on admission, or where another secondary diagnosis is a major complicated/comorbidity (MCC) or complication/comorbidity (CC) in addition to the POA diagnosis and potentially impacted the avoidable hospital condition.



Never Events Codes/Hospital-Acquired Conditions/Healthcare Associated Conditions

Codes	Events	Examples
NA	Preventable	Unintended retention of a foreign object in a patient after surgery or other invasive procedure.
NB	Serious Preventable	Any death or serious injuries associated with intravascular air embolism that occurs while being cared for in a healthcare setting.
NC	Serious Preventable	Patient death or serious injury associated with unsafe administration of blood products or the administration of incompatible blood.
ND	Catheter	Urinary tract infections associated with a catheter.
ND	Pressure Ulcers	Stage III & IV (decubitus ulcers) acquired after admission/presentation to a health care setting.
NF	Vascular	Catheter associated infection
NG	Surgical Site Infection	Mediastinitis within 30 days of coronary artery bypass surgery (CABG).
NH01	Hospital-Acquired Injury	Falls and fractures
NH02	Hospital-Acquired Injury	Dislocations
NH03	Hospital-Acquired Injury	Intracranial injury
NH04	Hospital-Acquired Injury	Crushing injury
NH05	Hospital-Acquired Injury	Burns
NH06	Hospital-Acquired Injury	Other unspecified effects of external causes
NH07	Hospital-Acquired Death	Postoperative death of a healthy patient (ASA Category 1).



Codes	Events	Examples
NI	Poor Glycemic Control	Diabetic ketoacidosis, non-ketotic hyperosmolar coma, hypoglycemic coma, secondary diabetes with ketoacidosis, secondary diabetes with hyperosmolarity
NJ	Surgical Site Infection	An infectious or inflammatory reaction due to the implant of an orthopedic device following specific orthopedic procedures (spine, neck, shoulder, elbow) within 365 days.
NK	Surgical Site Infection	Surgical site infection within 30 days of bariatric surgery for obesity (laparoscopic gastric bypass, gastroenterostomy, laparoscopic gastric restrictive surgery)
NL	DVT/PE	DVT or PE following specific orthopedic procedures (total knee/hip replacements), or a DVT that has occurred in an acute hospital and is diagnosed during the hospital stay.
NM	Surgery/Invasive Procedure NEVER EVENT	A surgery or invasive procedure on the wrong body part.
NN	Surgery/Invasive Procedure NEVER EVENT	A surgery or invasive procedure on the wrong patient.
NO	Surgery/Invasive Procedure NEVER EVENT	Wrong surgery/invasive procedure performed on a patient.
NP	Surgical Site Infection	Surgical site infection following a cardiac implantable electronic device (CIED).
NQ	Iatrogenic Pneumothorax	Iatrogenic pneumothorax caused by the diagnosis, manner, or treatment of a physician (i.e., inserting venous catheterization).

When any of the above variance codes are identified, a case is generated. Each case is assigned a number, and medical records are ordered for review. A written evaluation of findings is created, and cases may be reviewed at an interdisciplinary team meeting. If immediate review is necessary, the situation is immediately brought to the attention of the medical director.

Never events, hospital acquired conditions (HACs), and healthcare associated conditions continue to be investigated by THP. Any of the diagnoses or conditions clearly documented as present upon inpatient admission are not preventable by CMS guidelines.



Notice of Readmissions Review Occurring Within 30 Days

All clinically related /potentially preventable readmissions occurring within a thirty (30) day period are subject to review. Final review decisions are made by a THP medical director. Readmissions are denied when any of the following are determined:

- Readmission was medically unnecessary
- Readmission resulted from a prior premature discharge from the same hospital,
- Readmission resulted from a failure to have proper and adequate discharge planning OR
- Readmission resulted from a failure to have proper coordination between the inpatient and outpatient healthcare teams and/or if the readmission was the result of circumvention of the contracted rate by the hospital

Practitioners should follow these guidelines:

- Hospital readmissions within thirty (30) days for the same or similar diagnosis/DRG should be billed and paid as one (1) claim.
- The hospital should combine both inpatient admissions on one claim and bill a corrected claim.
- The index admission date should be reported.
- Combine the appropriate number of observation and inpatient days for the index admission and the readmission.
- Enter 180 (or the appropriate leave code) and appropriate service units to account for the days between the admission and the readmission when the member was not receiving services. \$0.00 should appear in "Total Charges"
- To resubmit a hospital claim electronically:
 - Indicate the original claim number in Loop 2300, Segment REF02
 - Indicate 6 (corrected claim) for the Claim Frequency Code in Loop 2300, Segment CLM05-3
- Once the corrected claim is received by THP, the index admission payment will be reversed, and the corrected claim will be reviewed and processed.

Remittance

THP distributes remittances to practitioners and facilities via USPS mail (EOP) or electronically (835) to an EDI clearinghouse, if enrolled. Each line of business generates a remittance and contains paid, denied, or recouped claims.