



LCU Process for Reviewing Paid Claims Effective July 2023

Each month the local coordinator will receive the available paid claims report from the *Women's Way* 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 non-covered services.
- 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 your contact at the facility to get the results, or send an Intake and Visit or Diagnostic form to the health care provider to complete or obtain results through the health care facility EHR.
 - For unique circumstances in which a client had 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* Nurse Consultant to see if payment can be provided from another payment source.
- 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 at 844-363-8457. If the CPT code was not paid for, it could be due to the diagnosis code that was used for the service.
- If payment for non-covered services is identified, contact Blue Cross Blue Shield member services to request a refund if the payment was for more than \$500. A refund should not be requested for any amount of \$500 or less.
- If a payment is identified that is related to treatment, contact the *Women's Way* Nurse Consultant. Provide which month the payment was made, the name of the client, date of birth, date of service, CPT codes for service, and amount paid. The nurse consultant will complete follow-up and work with the program director to determine if special funds are available to pay for the service.
- If you have questions or need to contact the *Women's Way* Nurse Consultant, call 701-328-2389.

Last Review Date	
07/2023	bas
10/2022	bas