

**San Mateo County MHP  
Procedure Manual**

<b>Procedure: MHP 2011-04 Attachment C</b>	<b>TITLE: Processing Payable MHP Contractor Claims</b>	<b>Effective Date: April 2011</b>
<b>Revision: 1</b>	<b>Dept: Claims</b>	<b>Page 1 of 2</b>

<b>Approval By:</b>	<b>Date:</b>
Scott Gruendl, Assistant Director	<b>August 2022</b>
Doreen Avery, Billing Manager	<b>August 2022</b>
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<b>Authored By:</b> Billing Manager
<b>Pursuant To:</b> Medicare Managed Care Manual Chapter 13
<b>Departments Impacted:</b> Claims, MIS, Administrative Services

**Purpose**

To document San Mateo County Mental Health Plan’s (MHP) procedure for processing claims that adjudicate to be paid.

**Responsibility and Authority**

The Billing Manager is responsible for overseeing the claims activity of the MHP and ensuring that claims are handled appropriately.

The Controller is responsible for overseeing check production.

The ISD Program Analyst is responsible for overseeing the production of the Explanations of Payment.

The Billing Manager is responsible for overseeing check distribution/mailing.

**1. Identifying Payable Claims**

1.1 A payable line item on a claim is defined as a claim line item that has been adjudicated by the MSO computer system to be paid.

1.1.1. A clean claim is a payable claim that does not require development with any external parties for the claim to be processed and paid by MHP. All necessary information is provided with the original claim, and all elements

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provided on the claim are appropriate for the member, date of service, and service or benefit provided.

**2. Claims Payment Timeframes**

- 2.1. GOAL: MHP pays at least 95 percent of all clean claims within 30 calendar days from the date of receipt.
- 2.2. GOAL: Non-clean but payable claims are paid within 60 calendar days of receipt by MHP.

**3. Claims Payment and Notification**

- 3.1. The MHP provides notice of its approval/payment decisions to provider every other week via an Explanation of Payment, along with payment.