

**San Mateo County MHP  
Procedure Manual**

<b>Procedure: MHP 07-04 Attachment A</b>	<b>TITLE: Explanation of Payment (EOP) Procedure</b>	<b>Effective Date: April 2011</b>
<b>Revision: 1</b>	<b>Dept: Claims</b>	<b>Page 1 of 5</b>

<b>Approval By:</b>	<b>Date:</b>
Scott Gruendl, Assistant Director	<b>July 2018</b>
Doreen Avery, Billing Manager	<b>July 2018</b>
<b>Next Annual Review Date:</b>	<b>July 2019</b>

<b>Authored By:</b> Billing Manager
<b>Pursuant To:</b> Medicare Managed Care Manual Chapter 13
<b>Departments Impacted:</b> Claims, MIS

**Purpose**

To document San Mateo County Mental Health Plan’s (MHP) procedure for preparing and distributing provider Explanation of Payment (EOP) notices.

**1.0 Explanation of Payment Procedure**

1.1 The MHP notifies providers of its decision to pay, pend or deny a claim via a bi-weekly Explanation of Payment (EOP). This process involves:

- 1.1.1 Producing the EOP; (refer to attachment 1.1.1A for the checklist followed by Claims Specialist to produce the EOP
- 1.1.2 Producing and reviewing payment checks; and
- 1.1.3 Distributing the EOP’s and any accompanying checks.

1.2 Producing the EOP:

1.2.1 An EOP serves as the notification to providers regarding paid, pended, and denied claims. For each claim submitted and adjudicated, the EOP provides:

- 1.2.1.1.1 Charged amount
- 1.2.1.1.2 Paid amount, if any
- 1.2.1.1.3 Reason for payment, denial or pend

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<b>Revision: 1</b>	<b>Dept: Claims</b>	<b>Page 2 of 5</b>

- 1.2.2 At the time that claims are keyed, the MSO system identifies whether or not the claim should be approved/pending or denied.
- 1.2.3 EOP electronic files are generated at a minimum every other week under the supervision of the two MIS Claims Specialists.
- 1.2.4 The electronic files are sent to the Controller. In addition, a paper EOP file summary page is produced. This page is signed by the BHRS Accounting Manager and faxed to the Controller. The original signed summary page is given to Health Services Accounting for personal delivery to the Controller's office.
- 1.2.5 The EOP's and the summary page are printed on a hard copy for MIS records.
- 1.3 Producing and reviewing payment checks for paid claims:
  - 1.3.1 The Controller's Office produces the printed checks the same day that the file is received by 2 pm otherwise the checks are printed the following business day. The Controller ponies the checks to BHRS within two business days from receipt of electronic file.
  - 1.3.2 Checks are printed under the supervision of the Controller.
- 1.4 Mailing the checks and EOPs:
  - 1.4.1 The MIS Claims Specialist oversees the mailing of the checks and EOPs under the supervision of the Billing Manager.
  - 1.4.2 Checks are matched and attached to their EOPs and mailed.  
Note: Contract agencies have direct deposit, so for these agencies the MHP sends the EOP and not the check.
  - 1.4.3 Staff enter the date the check was mailed into Avatar in order to track timeliness of payment.
  - 1.4.4 Staff runs the Interest Days Between Date Received and Check Sent Date Report to identify any claims that were not paid within 30 days

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<b>Revision: 1</b>	<b>Dept: Claims</b>	<b>Page 3 of 5</b>

**ATTACHMENT 1.1.1.A**

**San Mateo BHRS MIS  
MSO Check Generation Checklist**

1. \_\_\_ Close Batches for Check run: From batch \_\_\_\_ to batch \_\_\_\_.
2. \_\_\_ Print Batch Reports and inspect for missing claims and information.
3. \_\_\_ Add and Balance all Batch Reports before creating the voucher.
4. \_\_\_ Create Vouchers (Voucher Count \_\_\_\_\_ Total \$ \_\_\_\_\_).
5. \_\_\_ Run MSO report "Provider's Pended Services" and check for pending claims. Decide to include any pended claims in EOBs or not & fix pended claim.
6. \_\_\_ Create EOBs (EOB Count \_\_\_\_\_ Total \$ \_\_\_\_\_).
7. \_\_\_ Print BHRS EOP report for all providers
8. \_\_\_ Run and Print MSO to CAL-PM Transfer Errors Report
9. \_\_\_ Run Report Viewer and Print MSO Clients w/Guar 216 ABA Svc Report for editing PM service
10. \_\_\_ Run and Print MSO\_SvcsWithIncorrectPROVIDER\_v4
11. \_\_\_ Run Report Viewer and Print MSO\_Svcs\_CheckForCorrectRate\_x\_EntryDate
12. \_\_\_ Run Report Viewer and Print MSO PossibleDupMSOSvcs\_x\_EntryDate
13. \_\_\_ Run Report Viewer and Print Contract (Elvira) NON-Contract (Jayme) Denials By EOB Numbers
14. \_\_\_ Log EOB Range in MIS spreadsheet of check runs with check run date

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<b>Revision: 1</b>	<b>Dept: Claims</b>	<b>Page 4 of 5</b>

15. \_\_ Select all Providers with zero dollars EXCEPT SMMC provider
16. \_\_ **COMPILE FILE with zero balance** providers using IFAS "Compile File"
17. \_\_ Print IFAS "Run Report" for zero balance providers and confirm
18. \_\_ Choose IFAS "Dump File"
19. \_\_ Create IFAS "File for Submission"
20. \_\_ **COMPILE FILE for SMMC provider** and select all EOBs for Check Run
21. \_\_ Print IFAS "Run Report" for SMMC Provider
22. \_\_ Create IFAS "File for Submission"
- 23. \_\_ COMPILE FILE for all Providers remaining**
24. \_\_ Print IFAS "Run Report" to confirm balances
25. \_\_ Choose IFAS "Dump File"
26. \_\_ Create IFAS "File for Submission"
27. \_\_ COMPARE individual file totals to EOPs
28. \_\_ Confirm providers balance totals balance between EOB and File Summary Sheet
29. \_\_ Rename IFAS file on MIS\MSO and forward to ISD for processing and submission to  
                   Controllers (IMHA – ELVIRA) ( IMHB – LIZA)
30. \_\_ Obtain Signature on Summary sheet, scan and email to controller with IFAS file.
31. \_\_ Receive Checks back from Controller's Office
32. \_\_ Balance each check to each provider EOP

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33. \_\_ Stuff and mail envelopes with EOP and check
34. \_\_ Enter mail date into Avatar form: Other EOB Information
35. \_\_ Run MSO\_SVCS\_CheckForCorrectRate\_By\_EntryDate (Wait an Hour at least after file created for controllers)

**Controller's File Modification**

1. \_ Change second column from the file "**111752001**" only first 6 digit number to date as format MM/DD/YY (ex. **062513001**).
2. \_ Change third column from the file "**I61AGL612001**" to "**I61AGL612001**" ("**G**" should be "**6**").
3. \_ Lastly change seventh column from the file "IMH6103**ANBAP18521117**" **A** should be moved and change it to "**IMH610A3**" and the last 8 digit number should be change to date format as YYYY/MM/DD. (ex. IMH610**A3NBAP20130625**).