Imperial County Physicians Medical Group
DISPUTE RESOLUTION MECHANISM
NON-CONTRACTED MEDICARE ADVANTAGE MEMBER CLAIMS

A. Definition of Non-Contracted CMS Provider Payment Dispute. A non-contracted provider's notice, via telephone or in writing, to ICPMG or the health plan challenging, appealing or requesting reconsideration of a claim that has been paid at less than the amount that would have been paid under original Medicare for Medicare Advantage claim(s). Payment disputes also include disagreement in the decision to make a payment on a more appropriate code.

B. Sending a Provider Dispute to ICPMG. Provider disputes submitted to ICPMG must include the information listed in Section II.A., above, for each provider dispute. All provider disputes must be sent to the attention of *Provider Disputes* at the following:

Via Mail: Imperial County Physicians Medical Group
c/o SCPMCS
P.O. Box 7250
La Verne, CA. 91750

C. Time Period for Submission of Non-Contracted CMS Provider Disputes.

1. Submission of first level non-contracted provider payment disputes must be received by ICPMG within 125 calendar days from the date of the explanation of benefits issues by ICPMG.

2. If a provider dispute is denied due to untimely submission the provider has up to 180 calendar days from the date of the denial letter to provide additional documentation for good cause of untimely filing.

3. Provider disputes that do not include necessary documentation for review the provider will be notified of what documentation is required. The provider will have 14 calendar days to submit the requested documentation.

D. Time Period for Resolution and Written Determination Non-Contracted CMS Provider Dispute.

ICPMG will issue a written determination stating the pertinent facts and explaining the reasons for its determination within thirty (30) Calendar Days after the Date of Receipt of the provider dispute. The resolution letter must also inform the provider of their right to CMS' Provider Dispute Resolution (Second Level) process with C2C Solutions, Inc.

E. Second Level Provider Payment Dispute

The non-contracted provider's request for an Independent Payment Dispute Decision (PDD) may be filed if:

1. The provider has received an initial dispute decision from an internal dispute process.

2. The provider has not received a response within 30 calendar days of their initial dispute.

C2C will issue a decision within 60 calendar days and notify ICPMG of any additional payment required. Additional payment must be issued to the provider within 30 calendar days from the date of the PDD decision. Confirmation of payment must be sent to C2C within 7 calendar days of payment to the provider.

CMS' INDEPENDENT REVIEW CONTACT:
C2CSolutions, Inc.
www.C2Cinc.com