

Claims

Policy and Procedure Claims Expert

Client Type:

Medicaid Prepaid Inpatient Health Plans

Project Scope:

Claims Processing
Document Development

Duration:

1 Month

Team Size:

1 Full-Time Consultant



Problem

With the merger of two behavioral health companies, the resulting organization faced **necessary process and procedure revisions**. The company needed a consultant who could analyze the current claims policies and procedures, and develop new versions to adhere to industry standards, as well as NCQA and CMS regulations for Medicaid and Medicare services.



Response

Jacobson supplied the company with a registered health information administrator (RHIA) with **more than 15 years of experience** in compliance policy and commercials and government reimbursements. This consultant's background included **extensive knowledge of claims, reimbursement and billing, Medicare and Medicaid, and CMS guidelines**.



Solution

In just one month, the consultant provided various policy documents that aligned with CMS and state Medicaid requirements. The expert created these documents for nine areas of the facility's claim unit. In addition, this professional successfully reviewed the organization's CMS/three-way contracts, as well as developed claims policy and procedures that **the company's staff could use in the future to ensure CMS compliance**.