

Non-Contracted Provider Payment Dispute Resolution Process

If you believe that the payment amount you received for a service is less than the amount indicated in our terms and conditions of payment, you have the right to dispute the payment amount by following our dispute resolution process.

To file a payment dispute with Geisinger Gold Open, send a written dispute to:

Geisinger Gold
P.O. Box 8200
Danville, PA 17822-8200

or call us at 1-800-498-9731. Additionally, please provide appropriate documentation to support your payment dispute (e.g., a remittance advice from a Medicare carrier would be considered such documentation). Claims must be disputed within 120 days from the date payment is initially received by the provider. Note that in cases where we re-adjudicate a claim, for instance, when we discover that we processed it incorrectly the first time, you have an additional 120 days from the date you are notified of the re-adjudication in which to dispute the claim.

We will review your dispute and respond to you within 30 days. If we agree with the reason for your payment dispute, we will pay you the additional amount you are requesting, including any interest that is due. We will inform you in writing if our decision is unfavorable and no additional amount is owed.

After Geisinger Gold Open's payment dispute resolution process is completed, if you still believe that we have reached an incorrect decision regarding payment on your claim, you may file an additional request for review with an independent review organization contracted by CMS. To file this additional request for review of a payment dispute with the independent review organization, you may contact the organization directly at:

First Coast Service Options, Inc.
Payment Dispute Resolution Contractor
P.O. Box 44017
Jacksonville, FL 32231-4017

FCSO may also be reached by email at PDRC@fcsso.com and by phone at (904) 791-6430. Note that you must first complete Geisinger Gold Open's payment dispute resolution process before you can request a review by the independent review organization.

Filing a Request for an Independent Payment Dispute Resolution: You must submit a written request for an independent Payment Dispute Decision (PDD) to FCSO by email, fax or mail. The request should be made using the standard PDD form available at FCSO's website (go to: <http://www.fcsso.com>, then follow the links under "What We Do"), but FCSO will accept any written request so long as it contains all of the data elements noted below. The PDD request may not be filed until after you have received an initial dispute decision from the organizations' internal dispute process unless 30 days has elapsed from the time the organization received the dispute request and the

organization has not responded. FCSO must receive this request within 180 days of the organization's redetermination of the unfavorable dispute decision.

A written request will be accepted if it contains **all** of these required elements:

- Provider contact information, including name and address;
- Pricing information, including NPI number (and CCN / OSCAR number for institutional providers), zip code where services were rendered, and physician specialty;
- The name of the organization that made the redetermination, including the specific plan name;
- An attestation that the provider is a non-contracted provider;
- The reason for the dispute and a description of the specific issue;
- Copy of the provider's claim as submitted to the organization for payment with the disputed portion identified;
- Copy of the organization's original pricing determination (the remittance advice);
- Copy of the organization's unfavorable redetermination or, if available, evidence that the organization did not respond to the dispute within 30 days;
- Any documentation or correspondence that supports the provider's position that the organization's reimbursement is not correct (this may include interim rate letters, where appropriate);
- Appointment of Provider Representative Authorization Statement, if applicable; and
- The name and signature of the provider or the provider's representative.

Obtaining the organization's documentation: After you request a payment dispute decision, FCSO may request additional documentation from the organization. When the organization receives FCSO's request, the organization must send all requested materials to FCSO within seven (7) calendar days and ensure that it is received by FCSO on or before the eighth day. Organizations must respond timely to these requests to ensure that all relevant documentation is considered by FCSO.

Time Frame for Making a Payment Dispute Decision (PDD): FCSO will issue a decision within 60 days after receiving your valid and complete request for a payment dispute decision. FCSO will notify you in writing of its PDD, or that it has dismissed the your request for a PDD.

Decision Letters: The PDD letter will include the facts of the dispute, arguments made for and against additional reimbursement, the adjudicator's decision and rationale, and notification of the right to request a debrief.

Notification of Decision: When FCSO notifies you and the organization of its decision, the case is closed. However, both you and organization have the right to request a debrief to ensure understanding of the decision. Because the decision is considered final, the debrief has no bearing on the decision. The debrief is offered only as an educational resource for you and the organization.

Compilation of Decisions and Lessons Learned: FCSO will maintain a log of all decisions rendered and will work collaboratively with CMS to provide information to

plans on the issues raised and the decisions rendered. Organizations will have the opportunity to learn from these experiences and amend their practices accordingly.

Submission of Payment Dispute Resolution Requests

Email. If the submission and associated documents do not contain any personally identifiable health information (PHI) or any PHI has been redacted, the payment dispute decision request can be submitted to a dedicated email box at PDRC@FCSO.com. Otherwise, FCSO can receive payment dispute decision requests, including associated documents such as claims forms that may contain PHI, via the following:

Fax. A fax number, (904) 361-0551, has been established to receive electronic requests for payment dispute decisions.

Mail. You can also mail hard copy requests for payment dispute adjudication to the following address:

First Coast Service Options, Inc.
Payment Dispute Resolution Contractor
P.O. Box 44017
Jacksonville, Florida 32231-4017

Organizations and providers with questions regarding the adjudication process or individual disputes being reviewed by the Payment Dispute Resolution Contractor can contact FCSO at (904)791-6430. Providers and organizations will be able to leave messages and should expect a return call within two (2) days of receipt. Hard copy correspondence associated with a dispute request should be mailed to the following address:

First Coast Service Options, Inc.
Payment Dispute Resolution Contractor
P.O. Box 44035
Jacksonville, Florida 32231-4035