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SECTION 12: DISPUTE RESOLUTION

DISPUTE RESOLUTION

HPSJ maintains a dispute resolution process to support the review and resolution of all types of Provider concerns including but not limited to disputes regarding claims, utilization management (UM) decisions, and benefit coverage and other contract administration issues.

All disputes must be submitted in writing as detailed below. All disputes must include all necessary documentation to identify and review the basis of the dispute. Disputes submitted electronically will be acknowledged within two (2) Working Days of receipt. Disputes submitted by mail in hard copy will be acknowledged within fifteen (15) Working Days of receipt. HPSJ will resolve disputes and issue a written determination within forty-five (45) Working Days of receipt of the Provider dispute or amended Provider dispute.

TYPES OF DISPUTES

- **Claims Dispute:** A formal request for reconsideration of a payment decision.
- **HPSJ Benefit Plan Appeal:** A formal request for reconsideration of a benefit coverage decision.
- **Utilization Management (UM):** A formal request for reconsideration of a UM decision with the goal of finding a mutually acceptable solution. This would be any dispute regarding services previously denied or reduced by the HPSJ Medical Director. A claim may or may not be involved in a UM appeal.
- **Grievance:** A written complaint or oral expression of dissatisfaction regarding a HPSJ Provider. This may include a request for the organization to change a decision.
- **All Other Provider Disputes:** A formal request for reconsideration of any other contract administration action not otherwise specified above.

QUICK REFERENCE FOR FILING PROVIDER DISPUTE RESOLUTION AND APPEALS

TYPE	CONTACT
Claims Disputes	Doctors Referral Express (DRE) Access through HPSJ website, www.hpsj.com
HPSJ Benefit Plan Disputes	By Mail HPSJ PO BOX 30490 Stockton, CA 95213-0490

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Utilization Management (UM) Appeals Other Grievances	<p>By Mail HPSJ 7751 S. Manthey Road French Camp, CA 95231-9802 Attn: Grievance Coordinator</p> <p>Fax (209) 942-6355 Please mark clearly “Attn: Grievance Coordinator”</p> <p>Phone: 209-942-6320</p>	<p>In-Person Walk-In</p> <ul style="list-style-type: none"> ▪ 7751 S. Manthey Road French Camp, CA 95231-9802 ▪ 1025 J Street Modesto, CA 95354-0803 <i>(free parking at 11th Street parking garage with validation)</i> <p>Walk-in Access Monday–Friday: 8:00am–5:00pm</p>
All Other Provider Disputes	<p>By Mail HPSJ PO BOX 30490 Stockton, CA 95213-0490</p> <p>Doctors Referral Express (DRE) Access through HPSJ website, www.hpsj.com</p>	<p>In-Person Walk-In</p> <ul style="list-style-type: none"> ▪ 7751 S. Manthey Road French Camp, CA 95231-9802 ▪ 1025 J Street Modesto, CA 95354-0803 <i>(free parking at 11th Street parking garage with validation)</i> <p>Walk-in Access Monday–Friday: 8:00am–5:00pm</p>

PROVIDER APPEALS FOR CLAIMS PAYMENT

If a Provider has a dispute regarding a claim submitted to HPSJ, the Provider must go through the normal Provider Dispute Resolution (PDR) process by completing a PDR form. The form is available through DRE and on the HPSJ website at www.hpsj.com. Providers have three hundred and sixty-five (365) days from the last Remittance Advice (RA) to submit a PDR. Providers also have the ability to dispute and attach clinical records via DRE. Disputes submitted electronically will be acknowledged within two (2) Working Days of receipt. Disputes submitted by mail in hard copy will be acknowledged within fifteen (15) Working Days of receipt of the PDR.

Claims disputes must be submitted in writing as indicated below:

TYPE	CONTACT
Claims Disputes HPSJ Benefit Plan Disputes	<p>Doctors Referral Express (DRE) Access through HPSJ website, www.hpsj.com</p> <p>By Mail HPSJ PO BOX 30490 Stockton, CA 95213-0490</p>

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Some claims issues that can be addressed through the PDR process include:

- A claim that has been underpaid
- Disputing a request for reimbursement of an overpayment
- Seeking resolution of a billing determination
- Contract interpretation dispute

When submitting a PDR, Provider must be sure to completely and accurately fill out all the requested information listed on the PDR form. To process your PDR timely and effectively HPSJ needs a clear description of the basis for the appeal. HPSJ will resolve disputes and issue a written determination within forty-five (45) Working Days of receipt of the Provider dispute or amended Provider dispute. In no case will HPSJ discriminate or retaliate against a Provider because the Provider filed a dispute. For more information on claims see Section 10: Claims Submission.

PROVIDER APPEALS FOR UTILIZATION MANAGEMENT DECISIONS

If a Provider has a dispute regarding a medical necessity or utilization management determination, UM determination by submitting a written appeal. Any dispute with “denied” services or level of care should be sent to UM Appeals. HPSJ UM Appeals must be submitted within sixty (60) calendar days from the date on the Notice of Action (NOA) letter. Providers can submit UM Appeals using the same method as for Member Grievances as described in Section 12: Member Grievances and below.

TYPE	CONTACT	
<p>Utilization Management (UM) Appeals,</p> <p>Other Grievances</p>	<p>By Mail HPSJ 7751 S. Manthey Road French Camp, CA 95231-9802 Attn: Grievance Coordinator</p> <p>Fax (209) 942-6355 Please mark clearly “Attn: Grievance Coordinator”</p> <p>Phone: 209-942-6320</p>	<p>In-Person Walk-In</p> <ul style="list-style-type: none"> ▪ 7751 S. Manthey Road French Camp, CA 95231-9802 ▪ 1025 J Street Modesto, CA 95354-0803 <i>(free parking at 11th Street parking garage with validation)</i> <p>Walk-in Access Monday–Friday: 8:00am–5:00pm</p>

1. UM Appeals should include all pertinent Member identifying information as well as all the necessary supporting clinical documentation and information so the appropriate

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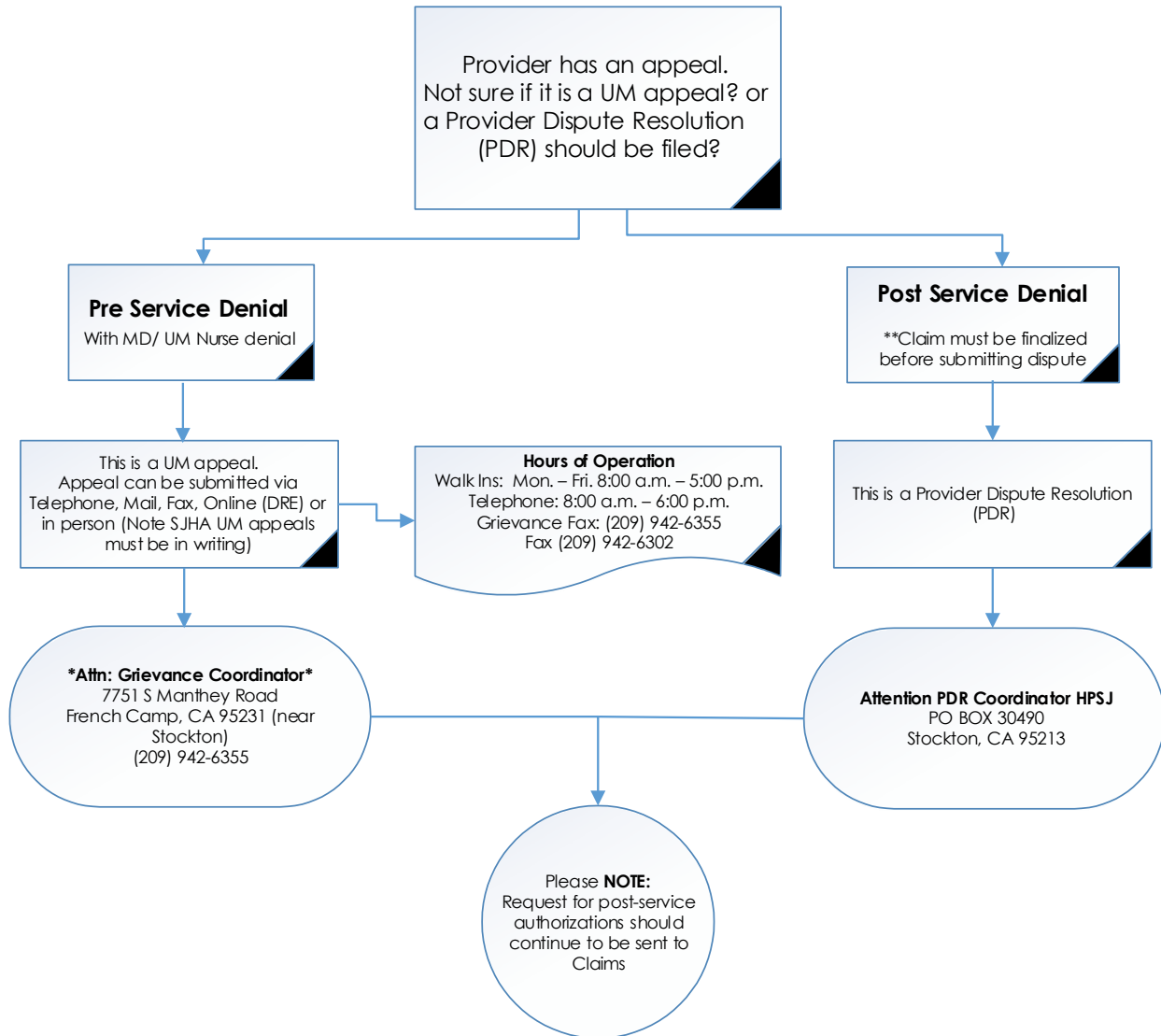
determination can be made. If available, please include the Authorization number (the “R” number) on all correspondence. **Appeals filed by the provider on behalf of the beneficiary require written consent from the beneficiary.**

Please note: A grievance can be filed at any time according to current federal regulation. A Member, or Provider on a Member’s behalf, has the right to file a grievance for any reason, after the incident, service, action, or other event.

The process for submitting a UM Appeal versus another type of appeal is outlined in the diagram below.

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HPSJ Medical Management Appeal VS. Provider Dispute Resolution



Medical Management Appeals may be delivered in person to:
 Attn Grievance Coordinator 1025 – J Street Modesto, CA 95354
 (Receptionist will provide Parking Passes)
 Monday – Friday 8:00 a.m. – 5:00 p.m.
 Office: (209) 942-6320

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APPEALS FOR HPSJ BENEFIT PLAN

Appeals for benefit determinations are handled in the same manner as claims disputes. If Providers have an appeal regarding a claims decision regarding coverage, this should be submitted to HPSJ, in writing or through DRE so supporting documentation can be attached. Providers have three hundred and sixty-five (365) days from last Remittance Advice (RA) to submit an appeal.

ALL OTHER PROVIDER DISPUTES

Providers may file a dispute or appeal of any other contract administration matter not otherwise listed above. All disputes must be submitted in writing as indicated below:

TYPE	CONTACT	
All Other Providers Disputes	<p>By Mail HPSJ PO BOX 30490 Stockton, CA 95213-0490</p> <p>Doctors Referral Express (DRE) Access through HPSJ website, www.hpsj.com Direct link: https://www.hpsj.com/wp-content/uploads/2017/05/DRE-Confidentiality-Statement.pdf</p>	<p>In-Person Walk-In</p> <ul style="list-style-type: none">▪ 7751 S. Manthey Road French Camp, CA 95231-9802▪ 1025 J Street Modesto, CA 95354-0803 <i>(free parking at 11th Street parking garage with validation)</i> <p>Walk-in Access Monday–Friday: 8:00am–5:00pm</p>

All disputes must include all necessary documentation to identify and review the basis of the dispute. Disputes submitted electronically will be acknowledged within two (2) Working Days of receipt. Disputes submitted by mail in hard copy will be acknowledged within fifteen (15) Working Days of receipt. HPSJ will resolve disputes and issue a written determination within forty-five (45) Working Days of receipt of the Provider dispute or amended Provider dispute.