Hospice Issue Resolution Process

Identify

- Hospice provider experiences billing problem

Report

- Hospice provider contacts Medicaid Area Office Liaison, HP Liaison or Medicaid HQ to request assistance

Research

- AO liason, HP liason or HQ staff researches problem
- If a simple billing problem, problem is corrected

Log

- If problem appears to be a "system" problem, AO, HP or MCM liaison logs the problem into HP's internal issue tracking system.
- Issue is assigned an issue number and becomes part of HP's issue tracking system.

Prioritize

- Issue is researched to verify that a fix isn't already in progress
- If a duplicate, issue is closed and information or new claim examples are added to prior issue file
- If new, issue is reviewed at MCM weekly meeting and assigned a priority

Resolve

- Once an issue is assigned a number and priority, it becomes an operational issue in HP system and tracked. Issue is assigned to HP staff to work. Tasks and Change Orders are created as needed.

Resolve

- Concurrently, Hospice Analyst adds issue to Medicaid Services's issue log and Hospice Workgroup log. Tracking begins by Hospice Analyst.

Resolve

- If not already on the "known issues" log on the public web portal, a request can be made to add the issue to that document for public tracking purposes.

Resolve

- Hospice Analyst communicates with Medicaid Contract Management and HP regarding the issue and works to resolve problem through file maintenance, CSR or other means.

Notify

- Once resolved, issue is marked completed. Providers notified through FHPCA newsletter, by Provider Alert posted on public web portal, by provider letter or other means.

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