




Section: Claims	Policy Name: Enrollee Cost Sharing Prohibition	Policy Number: MHL 09.08
Owner: Chief Administrative Officer	Reviewed By: Anne Wickham	Total Pages: 3
Required By: <input checked="" type="checkbox"/> BBA <input type="checkbox"/> MDHHS <input checked="" type="checkbox"/> NCQA <input checked="" type="checkbox"/> Other (please specify): <u>see reference section</u>	Final Approval By:  <u>Anne Wickham</u> <small>Anne Wickham (Nov 2, 2020 08:37 EST)</small>	Date Approved: Nov 2, 2020
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input type="checkbox"/> Healthy Michigan _____ <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> MI Health Link	Effective Date: 10-28-2020

Policy: Southwest Michigan Behavioral Health (SWMBH) shall not require any co-payments, deductibles or any other cost sharing arrangements by enrollees of Medicaid or the Medicare/Medicaid duals demonstration project.

Purpose: To ensure that Medicare and Medicaid members enrolled in the State of Michigan duals demonstration project or any Medicaid only enrollee incur no cost sharing for their services and have member services assistance in accessing claims information.

Scope: Operations

Responsibilities: Claims processors

Definitions: None

Standards and Guidelines:

- A. Providers will be informed that payment from SWMBH is payment in full for services rendered.
- B. Providers including out of network providers who attempt to balance bill an enrollee will be referred to Provider Network Management and Program Integrity/Compliance for follow-up.
- C. Enrollees who present a bill for services that they have paid out-of-pocket will be promptly reimbursed and the provider contacted for future instances.
- D. This policy will apply to both in-network and out-of-network providers.
- E. Enrollees will be afforded the opportunity to track the status of their claims by contacting the MHL Customer Service number during normal business hours.



Effectiveness Criteria: SWMBH MHL P09.08.01 Enrollee Claims Status Script

References:

- A. BBA Section: 42 CFR 438.106
- B. NCQA Standard: UM 10
- C. Other: Three-Party MME Contract

Attachments: None

Revision History

Revision #	Revision Date	Revision Location	Revision Summary	Revisor
0	10/28/20	Throughout	Put into new template	A. Wickham






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Final Audit Report

2020-11-02

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