

Important Notice from the Department of Public Welfare

Quarterly MCO Settlement Process and Supporting Documentation Tip Sheet

In an effort to streamline the quarterly MCO settlement process the Department is asking that all FQHC / RHC adopt the following procedures regarding the supporting documentation submitted in support of managed care receipts.

- Supporting documentation must be a primary document such as a copy of a check from the MCO, a copy of the numbered electronic fund transfer (EFT) or a copy of the remittance advice. The Department does not accept provider prepared documents in support of reported receipts.
- The MCO name on Worksheet 5 must match the MCO name on the supporting documentation.
For example, Unison checks should be reported under a Unison column on Worksheet 5, not a Three Rivers column.
- Checks must be sorted first by month, then by MCO.
Example: All Unison checks for the month of October should be grouped together. We should not get 3 Unison checks, then 2 Gateway checks and then 4 Unison checks.
- If the full amount of the check is applicable to the report, just include a copy of the check as supporting documentation.
Do not handwrite or highlight anything on the check.
- If the full amount of the check is not reported on Worksheet 5, please handwrite the amount applicable to the report on the check and highlight that amount so our attention is drawn to it.
Do not handwrite/highlight multiple amounts on a single check. Directly under the highlighted amount, you should clearly note the reasons why the full amount of the check was not reported.
You do not need to document the non-applicable amounts on the check.
- If the full amount of the check is not applicable to the report either follow the instructions above or do not send a copy of the check at all.
If you do not send the check, you must still maintain a copy of all checks, both applicable and not applicable, in your files for auditing purposes.

- If a remittance advice is submitted, the amount applicable to the report must be highlighted so our attention is drawn to it. Any amounts that appear on a remittance advice that are not reported as a receipt on Worksheet 5 must accompany an explanation as to why the amount has not been included.
- Acknowledge and explain unusual occurrences in your cover letter. Example: Encounters for a specific MCO remain consistent but no payments are received from that MCO in a certain month. This situation should be explained by detailing the actions that have been initiated in order to resolve the payment issue and when the payment is expected to be received. A name and telephone number of the person handling the issue at the MCO should also be included.
- Quarterly MCO settlement reports are due 25 days following the end of a quarter. Communication with the Department is an important step in this process. Late submissions must be accompanied by a cover letter fully explaining the reasons for the late submission. Processing delays can be expected for reports submitted later than 60 days following the end of the quarter. All providers are notified via regular mail when their reports have been processed. Absent unique circumstances, there is no need to make follow up phone calls about these reports.
- Incorrectly completed quarterly MCO settlement reports and supporting documentation which does not adhere to the above procedures will not be processed and will be returned to the provider via regular mail. If a health center includes a note on their settlement report cover letter authorizing return of the report by FedEx at the health center's expense and includes the health center's FedEx ID#, if it is necessary to return the report DPW will do so by FedEx after calling or sending an email notification to the health center point of contact.

Please refer any questions regarding this notice to Samuel D. Caramela at (717) 265 – 7831.

The Department would like to thank you in advance for your cooperation with these procedures. It is our hope that your efforts will help to streamline the overall process and enable us to process these payments in a timelier manner for you.