

Health Plan Name:

Reporting Year:   
Reporting Month:

**MEDICAL CLAIMS**

PROMPT PAY MEDICAL CLAIMS REPORT										
Clean Electronic Claims (EDI)					Clean Paper Claims					
Month	Total # EDI Claims Received in the Month	# EDI Paid w/in 30 days	# EDI Paid > 30 days	Avg # days to Pay EDI Claims	Met/Fail	Total # Paper Claims Received in the Month	# Paper Paid w/in 40 days	# Paper Paid > 40 days	Avg # days to Pay Paper Claims	Met/Fail

MEDICAL PROCESSING REPORT										
Electronic Clean Claims (EDI)										
Month	Total # EDI Claims Received	# EDI Paid	# EDI Processed (to be paid)	# EDI Denied	# EDI Pended	# EDI Not Clean	Top 3 Reasons for Denials	#/Reason	Top 3 Reasons Not Clean	#/Reason

  

Paper Clean Claims										
Month	Total # Paper Claims Received	# Paper Paid	# Paper Processed (to be paid)	# Paper Denied	# Paper Pended	# Paper Not Clean	Top 3 Reasons for Denials	#/Reason	Top 3 Reasons Not Clean	#/Reason

**BEHAVIORAL HEALTH / SUD CLAIMS**  
 Includes professional, IHH, ACT, OPT, HBTS, ABA, PASS and Respite for children and adults

PROMPT PAY BH/SUD CLAIMS REPORT											
Clean Electronic Claims (EDI)							Clean Paper Claims				
Month	Program	Total # EDI Claims Received in the Month	# EDI Paid w/in 30 days	# EDI Paid > 30 days	Avg # days to Pay EDI Claims	Met/Fail	Total # Paper Claims Received in the Month	# Paper Paid w/in 40 days	# Paper Paid > 40 days	Avg # days to Pay Paper Claims	Met/Fail
Number of Claims paid with interest	N/A	N/A	N/A	N/A		N/A	N/A	N/A		N/A	N/A
Total amount of interest due	N/A	N/A	N/A	N/A		N/A	N/A	N/A		N/A	N/A

BH/SUD PROCESSING REPORT											
Electronic Clean Claims (EDI)											
Month	Total # EDI Claims Received	# EDI Paid	# EDI Processed (to be paid)	# EDI Denied	# EDI Pending	# EDI Not Clean	Top 5 Reasons for Denials	#/Reason	Root Cause of Denial	Top 5 Reasons Not Clean	#/Reason

Paper Clean Claims											
Month	Total # Paper Claims Received	# Paper Paid	# Paper Processed (to be paid)	# Paper Denied	# Paper Pending	# Paper Not Clean	Top 5 Reasons for Denials	#/Reason	Root Cause of Denial	Top 5 Reasons Not Clean	#/Reason

Term	Definitions
Days	All days are recorded in whole numbers and counted as calendar days
Clean/Complete Claim	Claim which contains all information necessary contained on the claim from the provider to process and pay as specified in MCO's published complete claim standard
Medical Claim	Includes all claims that are paid by the MCO (except IHH, OPT, ACT, HBTS, ABA, PASS and Respite claims paid as medical)
Pended	Provider submitted claim with all required information but MCO has additional step in its process to take to allow for manual processing
Paid	MCO has made payment or the final adjudication has been made if no payment has been issued
Processed	Claim that has been either paid, pended or denied
Deny	Determination by the MCO that a claim is not eligible for payment
Receipt date	Date the MCO receives a claim whether electronic or written
Behavioral Health/SUD Claim	Includes all BH claims as well as those paid for IHH, OPT and ACT, HBTS, ABA, PASS and Respite claims regardless if paid for by the medical MCO