

POLICY AND PROCEDURE

DEPARTMENT: Health Plan Finance and Enrollment	DOCUMENT NAME: Process to Reconcile Eligibility and Capitation
PAGE: 1 of 3	REPLACES DOCUMENT:
APPROVED DATE: 9/2010	RETIRED:
EFFECTIVE DATE: 10/1/10	REVIEWED/REVISED: 11/17/11; 11/16/2012; 11/18/2013; 10/21/2014; 10/14/2015; 11/2/2016; 1/31/2018
PRODUCT TYPE: ALL	REFERENCE NUMBER: MS.FINC.08

SCOPE:

Centene Corporation (Centene) Enrollment and Magnolia Health Plan (Plan) Finance responsible for reconciling the eligibility and capitation records.

PURPOSE:

To establish policies and procedures for the reconciliation between the eligibility and capitation records and for the resolution of discrepancies identified.

PROCEDURE:

The membership reconciliation report is generated by EDW for the Plan. This report compares the enrollment records to the capitation received for each month of the member's eligibility. The time span covered by the report is January 2012 to the current date. The report groups members based on discrepancies in enrollment data, rate data, or the amount of capitation being received.

The report will be reviewed monthly by Finance to determine that the correct capitation is being received for each member. To make its determination, the Plan will review the enrollment records and the capitation files. The action needed could include the correction of eligibility records within the Amisys system or forwarding eligibility or payment discrepancies to the state.

Remittance received but no Eligibility – Plan finance will research and either send to the eligibility team for more research and possible correction or send to the state for recoupment.

Eligible but no Remittance Received – Plan finance will research and either send to the eligibility team for more research and possible correction or advise the state that payment is required.

Each discrepancy is documented, along with the action taken for each, in order to ensure that the issue is appropriately resolved.

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REFERENCES:

ATTACHMENTS:

DEFINITIONS:

REVISION LOG	DATE
Removed 17 Categories from Procedure Reconciliation Report; Added Finance Designee	11/16/12
Changed the Product Type to ALL	10/21/2014
Annual Review	11/2/2016
Annual Review	1/31/2018

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in Compliance 360, Centene's P&P management software, is considered equivalent to a physical signature.

Finance Designee: _____ Signature on File: _____

VP of Finance: _____ Signature on File: _____