

Port Gamble S'Klallam Tribal Health

Policy and Procedure – Health Services/Purchased and Referred Care

SUBJECT: Denials and Appeals process

PURPOSE: The purpose of this policy is to clarify that all primary insurance will be utilized for referred care before PRC funds are obligated, and to provide a process for patients to appeal when a denial of services has been made by PRC staff.

POLICY: PRC staff utilize guidelines for reimbursement policies as set forth by Centers for Medicare and Medicaid Services (CMS). However, PRC office reserves the right to amend, add, or delete procedures as necessary in consultation with PGST providers.

While the vast majority of referred health care services are allowed for diagnosis and treatment, as a general rule, the four categories below are not approved.

- cosmetic
- not medically indicated or necessary
- experimental or investigative
- care or service that does not comply with established standards of care

Payment of healthcare services may be restricted subject to budgetary constraints or fund availability.

If care is not authorized by prior approved referral, denial of services may result. PRC staff shall direct patients to use the complaint/suggestion form to initiate the appeal process.

PROCEDURES: In the case of patient with PRC membership, when a referred service has been deemed inappropriate or is not allowed by policy, PRC staff will notify the patient and PGST provider or the PRC network provider that the referral has been denied. The reason for denial will be clearly stated in writing and dated, for the patient and signed by PRC leadership.

The patient has ten (10) business days from the date of the denial letter, to notify the PRC office of their intent to appeal the denial. The patient is furnished an appeal form upon request.

Health Advisory Committee Approved 5/21/19
[HIST: Approved by motion by Tribal Council on 6/24/2019]

The appeal must be in writing and received by Health Director or Medical Director within ten working days as stated above. The Medical Director or Health Director notifies the patient of its decision on the appeal within seven working days of receipt of appeal. The PRC staff sends a copy of the written decision to the beneficiary and the provider. If the beneficiary disagrees with the decision of initial appeal process they may appeal in writing within seven working days to:

Health Advisory Committee
Port Gamble S'Klallam Tribe
32020 Little Boston Road NE
Kingston, WA 98346

ADDITIONAL INFORMATION:

Approval:	_____	_____	_____	_____
	Title	Date	Title	Date
Effective Date:	_____		Reviewed by:	_____
Related Policies:	PRC Assistance card, Referrals		Reviewed by:	_____
Original approval date:	2/94 _____		Reviewed by:	_____
See Attachments:	_____			_____
Accreditation Reference:	_____			_____
File Location:				

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