

Pro Care Health Plan, Inc. (Pro Care)	Customer Services Division- Provider Services		
	Policy & Procedure		
Subject: Provider Dispute Resolution for Contracted Providers	Line of Business: <input checked="" type="checkbox"/> Medicaid		
Approval Date: 1/31/06	Document Number: PSD-01-125		
Effective Date: 2/1/06	Page: 1	Of	2
Review Date: 10/18/09			
Most Recent Revision: 10/18/09			
Next Review Date: 02/28/10			

I. SCOPE:

To provide a process for resolving provider disputes arising between the provider and Pro Care Health Plan (Pro Care).

II. POLICY:

It is the policy of Pro Care to provide a process for Provider Dispute Resolution. This policy will be reviewed at least annually with input from participating providers. It is also the policy of Pro Care to provide a mechanism to make available the provider dispute resolution process to all plan providers (Refer to Provider Communication). Additionally, Pro Care will investigate all provider disputes on an expedited basis.

III. DEFINITIONS:

There are no operational definitions for this procedure

IV. PROCEDURE:

A. Level One

1. It is the responsibility of Pro Care's Grievance and Appeals Hearing Committee to meet with the aggrieved party (provider) and negotiate in a good faith effort to resolve the dispute. The Hearing Committee will consist of at least three participating network physicians appointed by the Peer Review Committee with at least one of the physicians possessing related specialty expertise as the affected Physician. Appointed Hearing Committee members: must not be in direct economic competition with the Physician involved; must not stand to gain direct financial benefit from the outcome of the matter; must not be current members of the Peer Review Committee; and must not have participated in any manner in the Peer Review's consideration of the matter.
2. If a party perceives the existence of a dispute, the provider shall give written notice to the Plan (Hearing Committee), describing the dispute and a proposed resolution. The parties shall then meet and

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negotiate in a good faith effort to resolve the dispute.

3. If the dispute cannot be resolved by negotiation, the parties may, but shall not be obligated to, submit the dispute to a mediator.

B. LEVEL TWO

1. If the parties do not resolve the dispute by following the procedures in Section A, the dispute shall be resolved by the provision of the written Agreement. (see the Dispute Resolution section of the provider written Agreements)