

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Financial Management</b>		
<b>Title:</b>	<b>Finance – Explanation of Benefits</b>		
<b>Policy:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Biennial	<b>Adopted Date:</b> 2.5.2020	<b>Related Policies:</b> Financial Management
<b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Author:</b> Chief Financial Officer (CFO)	<b>Review Date:</b> 05.13.2025	
<b>Page:</b> 1 of 2			

DO NOT WRITE IN SHADED AREA ABOVE

### **Purpose**

The purpose of this procedure is to describe the methodology by which Mid-State Health Network (MSHN) will execute the Explanation of Benefits (EOBs) as required by Michigan Department of Health and Human Services (MDHHS).

The Contractor is required to provide Explanation of Benefits (EOBs) to 5% of the consumers receiving services. The EOB distribution must comply with all State and Federal regulations regarding release of information as directed by MDHHS. MDHHS will monitor EOB distribution annually. A model Explanation of Benefits consistent with Technical Requirement is attached to this contract.

### **Procedures**

- A. MSHN's Finance Department will generate a Medicaid and Healthy Michigan Plan (HMP) encounter report from MSHN's Regional Electronic Medical Information (REMI) system for Substance Use Disorder (SUD) services identifying consumers served approximately 45 days prior to the date of the report.
- B. Duplicate consumers are removed from the compiled Encounter Reports.
- C. The unduplicated consumers are randomly chosen using a random generator in excel.
- D. MSHN will send EOB's based on at least 2% of unduplicated consumers for the corresponding month to meet the annual 5% as required by MDHHS.
- E. The sample selected is sent to MSHN's Customer Service Department for review to ensure the following criteria:
  - a. Consumer is not deceased.
  - b. Consumer's address is valid.
  - c. Consumer does not have a "do not mail" indicator.
- F. Reviewed Sample Report is returned to MSHN's Finance Department to generate EOBs through REMI.
- G. MSHN's Finance Department will conduct this procedure monthly following the schedule listed below:

<b>Date of Service Period:</b>	<b>Date Report Pulled:</b>	<b>Feedback Due Date:</b>	<b>EOB sent to Consumer:</b>
October 1, 20XX - October 31, 20XX	1 <sup>ST</sup> week of January	3rd week of January 20XX	4th week of January 20XX
November 1, 20XX - November 30, 20XX	1 <sup>ST</sup> week of February 20XX	3rd week of February 20XX	4th week of February 20XX
December 1, 20XX - December 31, 20XX	1 <sup>ST</sup> week of March 20XX	3rd week of March 20XX	4th week of March 20XX
January 1, 20XX- January 30, 20XX	1 <sup>ST</sup> week of April 20XX	3rd week of April 20XX	4th week of April 20XX
February 1, 20XX - February 31, 20XX	1 <sup>ST</sup> week of May 20XX	3rd week of May 20XX	4th week of May 20XX

March 1, 20XX - March 31, 20XX	1 <sup>ST</sup> week of June 20XX	3rd week of June 20XX	4th week of June 20XX
April 1, 20XX - April 30, 20XX	1 <sup>ST</sup> week of July 20XX	3rd week of July 20XX	4th week of July 20XX
May 1, 20XX- May 31, 20XX	1 <sup>ST</sup> week of August 20XX	3rd week of August 20XX	4th week of August 20XX
June 1, 20XX - June 30, 20XX	1 <sup>ST</sup> week of September 20XX	3rd week of September 20XX	4th week of September 20XX
July 1, 20XX - July 31, 20XX	1 <sup>ST</sup> week of October 20XX	3rd week of October 20XX	4th week of October 20XX
August 1, 20XX - August 31, 20XX	1 <sup>ST</sup> week of November 20XX	3rd week of November 20XX	4th week of November 20XX
September 1, 20XX September 30, 20XX	1 <sup>ST</sup> week of December 20XX	3rd week of December 20XX	4th week of December 20XX

### **Applies to**

- ☒ All Mid-State Health Network Staff  
☐ Selected MSHN Staff, as follows:  
☒ MSHN CMHSP Participants: ☐ Policy Only    ☒ Policy and Procedure  
☐ Other: Sub-contract Providers

### **Definitions**

**EOB:** Explanation of Benefits: Aggregated service listing for person served.

**HMP:** Healthy Michigan Plan

**MDHHS:** Michigan Department of Health and Human Services

**MSHN:** Mid-State Health Network

**REMI:** Regional Electronic Medical Information

**SUD:** Substance Use Disorder

### **References/Legal Authority:**

Michigan Department of Health and Human Services contract for 1115 Behavioral Health Demonstration Waiver Program, the Health Michigan Plan and relevant approved Waivers (Children's Waiver Program (CWP), Habilitation Supports Waiver (HSW), Serious Emotional Disturbance (SED))

### **Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
2.5.2020	New Procedure	Chief Financial Officer
8.6.2020	Review & Update Dates	Chief Financial Officer
01.2021	Biennial Review	Chief Financial Officer
01.2023	Biennial Review	Chief Financial Officer
12.2024	Biennial Update	Chief Financial Officer