

Clear Health Alliance

7/7/2016

Pre-Payment Review  
Acknowledgement Request

## **Provider Pre-Payment Review- Acknowledgement Request!**

As part of the Clear Health Alliance's Fraud, Waste and Abuse Prevention Program, the Plan's Special Investigations Unit (SIU) maintains a provider pre-payment review process, as required in our State and Federal contracts.

The process includes the following:

1. Provider will receive notification of the implementation of the pre-payment review. This notification will include the procedures under review, prior to payment.
2. Provider will be required to submit paper claims for codes under review or all claims submitted by provider depending on the notification.
3. Provider will be required to submit supporting documentation with the paper claim.

4. Provider will receive notification of the final results of the claim review.

SIU will keep providers on pre pay review until they have achieved an 80% success/pay rate.

If you receive notification of prepayment and have any questions or concerns, you may call the phone number of the SIU Investigator included in your letter. Please note that information related to SIU investigations are maintained confidential.

We thank you for your continued support, cooperation and commitment to servicing our members.

***Our goal is to "simply"  
provide excellent  
service to our partners.***

## **Contact Us**

**Provider Services: (877) 915-0551**

**Eligibility Verification, Prompt # 1**

**Referrals and Authorizations, Prompt # 2**

**Claims Status, Prompt # 3**

**Provider Relations, Prompt # 4**

**Pharmacy Department, Prompt # 5**

**Email: [provideradministration@simplyhealthcareplans.com](mailto:provideradministration@simplyhealthcareplans.com)**

## **Frequently Asked Questions • • •**

**Who is subject to Pre-payment Review?**

- All providers are subject to Pre-payment Review.

**How are of claims selected for Pre-payment Review?**

- Claims are randomly selected by the Health Plan's SIU team.

**How long will a provider be kept on the pre-payment review?**

- SIU will keep providers on pre pay review until they have achieved an 80% success/pay rate, some providers may come off earlier due to other special circumstances.

**Mailing Address:  
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