

Provider Network News

Parkland Community Health Plan Has Increased Its Internal and External Payment Integrity Efforts

Parkland Community Health Plan has increased its internal and external payment integrity efforts by partnering with ClarisHealth to conduct a review of claims to comply with all industry standards. On behalf of PCHP, ClarisHealth will be making outreach to providers who have submitted claims to PCHP for the purposes of:

1. Requesting medical records and associated information related to specific claims.

The medical record request and associated information can be submitted by CD, electronically, or by mail at the following address. If the medical record is not received within the requested time frame, the original paid claim will be recouped as a technical denial for noncompliance to the medical record request.

2. Requesting a refund for overpayment of adjudicated claim(s).

ClarisHealth

Attn: Medical Records
301 Plus Park Blvd., Suite 402
Nashville, TN 37217

Fax: 615-345-4732

Email: bsmith@clarishealth.com

OVERPAYMENT PROCESSING INSTRUCTIONS

IF YOU ...	THEN ...
Have questions regarding the recovery or the calculation of the overpayment amount	<ul style="list-style-type: none"> • Call ClarisHealth at 615-600-0262. • Please reference the claim number from the letter when calling.
Do not agree with our findings and would like to dispute this letter	<p>You <u>must</u> notify ClarisHealth in writing within 120 calendar days from the postmark date or electronic delivery date of the letter received.</p> <p>Your letter should include the following:</p> <ul style="list-style-type: none"> • A copy of the letter you received from us with the claim number. • The reason for your dispute. • Supporting documentation for your dispute including claims information. <p>Send correspondence to: ClarisHealth Attn: Dispute Unit 301 Plus Park Blvd., Suite 402 Nashville, TN 37217</p> <ul style="list-style-type: none"> • All disputes received timely will be resolved within 30 days of receipt, and no recoupment will be made until the dispute is resolved. • If you have questions, you can contact the Dispute Unit at 615-600-0262.



Please call **615-600-0262** if you have questions or concerns regarding ClarisHealth claims reviews.