

CORE Claims Team - Monthly Scorecard

Purpose:

On the 10th business day of each month the IME Core Claims Team is responsible for providing a scorecard that documents how the team is doing for each of the assigned performance standards.

Identification of Roles:

Operations Team Lead: Runs all required reports and enters scoring numbers for the Performance Measures that are the responsibility of the Claims Team

Operations Coordinator: Serves as a back-up if the Operations Team Lead is not available to complete the scorecard

Operations Manager: Reviews scorecard

Performance Standards:

Provide monthly performance monitoring report card within ten (10) business days of the end of the reporting period.

Path of Business Procedure:

Step 1: On the 10th business day of the current month, pull up the scorecard (in the Core >Monthly Performance Measures folder) for functional area

Step 2: Award the full points for the Adjudication and Medically Needy items as shown on the scorecard

Step 3: Open 'OnBase Report Services'

- a. Run the 10 day adjustment completion report
- b. Save it to the appropriate folder for the Monthly Performance Measures
- c. Name the report 'month_ Completion Dates' as an excel sheet

Step 4: Score the Adjustment Performance Measures based on the type of work, from the Core 10 Day Completion report.

- a. Internal Adjustments
- b. External Adjustments

Forms/Reports:

Internal Credit/Adjustment E-Form

IAMR9200-R001

RFP References:

None

Interfaces:

OnBase Report Services

Attachments:

Credit/Adjustment Request

Request Type: Adjustment Credit

Claim Type: History Live

Requesting Unit: [Redacted] ▼

TCN: [Text Box]

Provider Number: [Text Box]

NPI Number: [Text Box]

Provider Name: [Text Box]

State ID: [Text Box]

Adjust/Credit Reason: [Dropdown Menu]

CCN: [Text Box]

User ID: [Redacted] [Text Box]

Comments: [Text Area]

Adjusted TCN: [Text Box]

DCN: [Text Box] Contact Log #: [Text Box]