

ATTACHMENT 4. POLICY AND PROCEDURE INSTRUCTIONS

In the portal upload documents section, Plans and Delegated Entities are able to submit Policy and Procedure documents that describe how the entity will implement the requirements of AB 72 beginning July 1, 2017. The ACR Policies and Procedures may address the following:

1. How the entity will pay claims to noncontracted individual health professionals in accordance with Section 1371.31.
2. How the claims system identifies payments to noncontracting individual health professionals for services rendered in a contracting facility.
3. How the claims system identifies payments for services at a noncontracting facility that result from covered services received at an in-network facility.
4. The date used for determining the network status of an individual health professional.
5. The process that is followed when a non-contracting individual health professional disputes an ACR-based payment.

The [filer], being fully authorized to execute on behalf of the health care service plan or delegated entity, certifies under penalty of perjury pursuant to the laws of the State of California as to this filing and any other electronically submitted required filing and each exhibit and attachment thereto, that the [filer] knows the contents thereof and that the statements therein are true and correct.