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| V 1.0 | For Specific and Aggregate Stop Loss |

HCC Life Insurance Company   
Operating as Tokio Marine HCC – Stop Loss Group



Notice

This guide can be used as a reference when submitting potential claim notifications or stop loss reimbursement requests to Tokio Marine HCC – Stop Loss Group.

**Special Note**

Nothing in this guide changes the terms of any stop loss policy. The stop loss policy language will take precedence if there is any conflict between this guide and the policy.

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# Specific Claim Notifications

## Notifications

Utilization Review Vendors, Brokers and Claims Administrators will submit information to Tokio Marine HCC – Stop Loss Group (TMHCC) regarding claimants with catastrophic conditions or claimants who have exceeded 50% of their specific deductible. The Claims Support Unit manages these early notifications. Once notification of a potentially large claim is received, TMHCC can begin managing the associated costs. This will also allow us to appropriately establish reserves in preparation for claim reimbursements.

There are several different types of notices, the ones that follow apply to claims review.

### Catastrophic Claims

Conditions and procedures likely to exceed specific deductibles are outlined in the Trigger Diagnosis list. These conditions tend to be chronic, require extensive ongoing treatment, hospitalization, case management and/or high-cost medications. See the [ICD Trigger Diagnosis List](#_ICD_Trigger_List) for details.

### Other Large Claims (50% of the Specific Deductible)

When a claimant reaches or has the potential to reach 50% of their specific deductible, notification should be submitted. This will allow us to appropriately establish reserves in preparation for claim reimbursements. Examples of instances that could exceed 50% of specific deductibles would be traumas, lengthy in-patient stays of 7 days or more, multiple admissions (3 in 2 months), surgery or complications of surgery.

## Filing a Notification

Find notification forms on our website: [www.tmhcc.com/life](http://www.tmhcc.com/life)

All completed forms should be submitted by secure email to [stoplossnotifications@tmhcc.com](mailto:stoplossnotifications@tmhcc.com)

## Reporting requirements

The minimum requirements for notification include the following:

* Group Name
* Stop Loss Policy Effective Date
* Member Name
* Member Date of Birth
* Member Identification Number
* Claimant Name
* Claimant Date of Birth
* Primary Diagnosis
* Claims Paid to Date
* Claims pending

Providing additional details such as secondary diagnosis, prognosis, clinical updates, eligibility details and confinement dates are helpful and most appreciated.

# Cost Containment

TMHCC is able to assist with managing the cost of claims in two ways. First, by putting contracted pricing in place prior to a high dollar medical event occurring. Second, by evaluating claims to verify what we pay is correct and without discrepant or egregious charges. Cost containment is a value-added service that positively impacts our Policyholders.

Cost Containment is divided into the Preliminary Claims Unit (PCU) and the Specialty Claims Unit (SCU).

## Preliminary Claims Unit (PCU)

The PCU team utilizes vendors that specialize in cost containment to impact claims.

TMHCC can identify potential cost containment opportunities for select claims that may include discrepant charges. This includes claims requesting simultaneously funding as well as high dollar claims that have been paid. Simultaneously funded claims will be evaluated by an outside vendor for facility negotiation resulting in a signed Letter of Agreement (LOA) between the facility and TMHCC. For reimbursement requests, where the facility has already been paid, the vendor will perform a bill review for discrepant charges. If discrepant charges are identified TMHCC will reimburse the requested amount minus the discrepant charges.

### Initiation of Containment Process

#### A claim is identified for cost containment.

1. A Delay Letter is sent to the Claims Administrators (or appropriate party depending on Policyholder) indicating the claim will be evaluated for cost containment.
2. Correspondence requests response from Claims Administrators, or other, if cost containment is precluded based on a network agreement or other stipulation.
3. Needed documents are requested (IB/UB/payment methodology).
4. Once received, UB/IB/payment methodology are sent to a vendor for a pre-screen to identify potential billing errors or potential for negotiation with the facility.

### Negotiation for Simultaneously Funded Claims

#### The vendor will negotiate directly with the facility to reduce payment due.

1. Vendor utilizes bill review, industry standards and the Plan Document to determine reason for reduction.
2. If successful, a Letter of Agreement (LOA) is obtained between TMHCC and the facility documenting acceptance of an agreed upon payment amount. This amount is paid to the Claims Administrators (or other) for facility payment. A copy of the LOA and an explanation letter is also provided.

### Bill Review for Reimbursement Requests

#### The vendor will review claim for discrepant charges.

1. A bill review from the vendor is provided to TMHCC documenting discrepant findings.
2. This review is provided to the Claims Administrators (or other) along with a letter explaining that the requested reimbursement will be reduced by the amount of discrepant finding.
3. Discrepant amount is withheld from the reimbursement.
4. Claims Administrator (or other) will provide findings to facility and request an adjustment of previous payment. Documentation provided to the facility includes the right to appeal within 90 days. Appeals are requested in writing.

#### The vendors support all appeals and will respond in writing to the facility.

## Specialty Claims Unit (SCU)

SCU is comprised of nurses that help with different types of claims.

Neonates – The SCU nurse focuses on neonates, a complex and costly component of healthcare. The nurse places reserves and sends claims to vendors for review or negotiation. This process is similar to that of PCU.

For transplants and other high dollar medical events, our nurses attempt to impact claims by intervening prior to the medical event occurring. This may include organ transplant, cancer care, immunotherapy, gene therapy, high dollar cardiac intervention (LVAD) or other procedures. SCU utilizes outside vendor contracts to mitigate cost. Vendors have negotiated pricing with various facilities that SCU can access for a fee. SCU will review available contracts for the specific high dollar event and facility to determine which contract offers the best potential for cost savings. If a contract is not available SCU will contact a vendor to place a Single Case Agreement (SCA) with the facility.

# Specific Claim Reimbursement Requests

## Filing Guidelines

A complete claim request for reimbursement must be submitted within 90 days after the last date for which Plan Benefits can be reimbursed under the terms of the Policy. The failure to file a claim within 90 days may result in claims denial, whether or not the delay has prejudiced TMHCC.

## Filing a Reimbursement Request

Once a claimant’s eligible paid charges exceed the Specific Deductible the following items are needed:

Reimbursement Claim forms can be found on our website: [www.tmhcc.com/life](http://www.tmhcc.com/life)

All completed forms should be submitted via secure email to [StopLossSpecClaims@tmhcc.com](mailto:StopLossSpecClaims@tmhcc.com)

Copy of member’s enrollment card or Claims Administrators’ eligibility screen prints including the hire date and the original effective date of coverage.

*Refer to the Eligibility Reference sheet in addendum for additional information when applicable.*

## Filing Simultaneous Funding Requests

TMHCC recognizes that occasionally groups may have difficulty paying extremely large provider bills, especially when a prompt pay discount is involved. To assist in these situations, TMHCC offers a Simultaneous Funding option. This is a value-added service that provides cash-flow assistance in these instances. The Simultaneous Funding option can be changed or withdrawn at our discretion without prior notice. All Simultaneous Funding reimbursement requests will be processed in received date order. These requests will not be rushed or expedited, unless negotiated discounts are at stake and might be lost.

The Simultaneous Funding Request form certifies the following:

* Prior to the expiration of the stop loss policy, the Claims Administrator processed all eligible bills related to the Simultaneous Funding request.
* Checks totaling at least the amount of the Specific Deductible were processed, paid, and released to the providers indicated, prior to the expiration of the stop loss policy, or prior to the Simultaneous Funding Reimbursement Request, whichever is earlier.
* The Plan Sponsor has unconditionally paid all other claims for the Claimant. Policies are written on a reimbursement basis only. This means, the Plan Sponsor is responsible for paying all eligible expenses. Subsequently, TMHCC processes requests for reimbursement of these expenses. The only mechanism that allows amendment of this provision to assist clients with payment of large medical charges is via our Simultaneous Funding option.
* TMHCC must receive written notice of Simultaneous Funding requests no more than (10) ten calendar days after the expiration date of the stop loss policy. Simultaneous Funding form must be completed for the claim request.
* Simultaneous Funding requests will not be accepted if received within (30) thirty days of the date of the Policy’s cancellation or premature termination. For example, if a group’s Policy Year runs from 4/01/22 – 3/31/2023 and the Policy is canceled prematurely on 12/31/2022, Simultaneous Funding requests would be prohibited beginning January 2023.

Therefore, if requesting Simultaneous Funding, it is critical that all guidelines outlined above are adhered to otherwise, the reimbursement request could be denied.

**NOTE:** Reimbursement requests over $750,000 requires additional leadership review.

## Reporting Requirements

System generated reports, preferably in Excel, capturing all required data listed below will ensure the timely auditing of reimbursement requests.

* Report Date
* Policyholder
* Insured Name
* Employee Member ID Number
* Claimant name
* Service From Date
* Service To Date
* Primary ICD-10 Code
* CPT/Revenue/HCPC Codes
* ICD-10 Procedure Codes
* Submitted/Billed Amount
* Discount Amount
* Ineligible Amount
* Deductible Amount
* Coinsurance Amount
* Copayment Amount
* Paid Amount
* Payee Name
* Provider Tax ID
* Paid Date

# AGGREGATE CLAIM REIMBURSEMENT REQUESTS

## Reporting Responsibilities

Claims Administrators are required to report full aggregate claims data within 15 days after the close of any calendar month. Information should include monthly and Year-To-Date claims summaries (i.e., census, paid amounts, ineligible claims, etc.). The report should indicate the appropriate contract dates and type of contract (e.g., “Paid,” 12/15, etc.). Monthly reports should be submitted to [StoplossAggregate@tmhcc.com](mailto:StoplossAggregate@tmhcc.com) Monthly Deductible Advance Reimbursement (MDAR) (Also known as Monthly Aggregate Accommodation).

**Monthly Deductible Advance Reimbursement** is offered as an option to our stop loss polices. The Monthly Deductible Advance Reimbursement is designed to assist the Policyholder with cash flow during the term of the contract. It does not replace the funding requirements. The plan sponsor, prior to receiving a monthly accommodation, must pay all claims.

MDAR is an endorsement to the stop loss policy. Review the policyholder’s Policy Endorsement for a complete list of requirements/qualifications.

## Filing a Monthly Deductible Advance Reimbursement

To file a Monthly Deductible Advance Reimbursement; please submit the following documentation:

* Completed [Monthly Aggregate Accommodation Reimbursement Form.](https://www.tmhcc.com/en-us/-/media/TMHCC/Stop-Loss-Group/Documents/Claims/Monthly-Aggregate-Accommodation-Reimbursement-Form.pdf)
* Monthly Loss Summary Reports showing the Policyholder’s paid claims data and Aggregate census information as noted in section A.
* Paid Claims Analysis showing employee name, claimant name, service date, type of service, amount of charges and amount paid.

Please Note the Following:

* **Monthly Deductible Advance Reimbursement** is preferred we receive within 15 days following the end of the month for which the accommodation is requested. For example, if you are filing for the month of June, then it is preferred we receive your request no later than July 15.
* **Monthly Deductible Advance Reimbursement** is not available in the last month of the contract or during a run-out provision. Please refer to the Policy Endorsement for further clarification.

If Year-To-Date claims fall below the accumulated aggregate deductible in a given month, all accommodation payments must be refunded in the following month. If the Policyholder has not incurred an aggregate claim at the end of the contract year, TMHCC must be refunded all Monthly Deductible Advance Reimbursement payments at contract termination/expiration.

## Year End Aggregate Claims

Reimbursement requests must be filed within 90 days after the end of the time specified for payment of claims under the stop loss policy. Failure to do so may result in claim denial.

## Filing a Year End Aggregate Claim

To file a year-end aggregate claim, please submit the following documentation for your contract period:

* Completed [Year End Aggregate Claim Form.](https://www.tmhcc.com/en-us/-/media/TMHCC/Stop-Loss-Group/Documents/Claims/Year-End-Aggregate-Claim-Form.pdf) Paid Claims Analysis report indicating claimant’s name, incurred date, charged amount, paid amount and paid date
* Eligibility listing which identifies birth date, effective date, termination date and coverage type
* Proof of funding to include bank statements and/or deposit slips \* Void & Refund report \*
* Benefit/Service Code report
* Aggregate report (Monthly Loss Summary Reports)
* Specific report- showing claimants that have exceeded the Specific Deductible/Loss Limit
* Listing of payments made outside the Aggregate contract (i.e., Dental, Weekly Income, Vision, PPO Fees- capitated, PCS Administrative Fees)
* Check Register
* Outstanding overpayment and subrogation log
* Rx invoices if Rx is covered under the Aggregate contract

\*We also request this information the month following expiration of your stop loss contract to review for retroactive adjustments.

# GENERAL INFORMATION

## Pre- Audit

Our Pre-Audit team is comprised of experienced stop loss auditors. This team reviews initial filings for reimbursement to determine if a claim submission is complete or if additional information is needed such as eligibility information, accident details, etc. This preliminary review of eligibility on the initial submission, benefits Claim Administrators, and Producers by ensuring all necessary information to reimburse the claim has been received prior to the specific claim auditor’s review.

Having a Pre-Audit team expedites claim reviews and limits the number of auditors reaching out for eligibility. Also, it builds interpersonal relationships between the Pre-Audit team, our Claims Administrators and Producers, and can help to reduce the claims reimbursement turnaround time.

For additional efficiencies, we have a created a centralized email address to be used when corresponding with our Pre-Audit team, [claimspreaudit@tmhcc.com](mailto:claimspreaudit@tmhcc.com) .

## ACH Reimbursements

TMHCC offers Automated Clearing House (ACH) for claim reimbursements for faster reimbursement.

When you enroll in our ACH program, you will receive reimbursements in your designated bank account within 48 hours of transfer.

For additional information on the ACH Enrollment Process, please reach out to our ACH Enrollments team at [hcclachenrollments@tmhcc.com](mailto:hcclachenrollments@tmhcc.com)

## Fees Reimbursable

Cost containment is an essential function in our industry. Each section below outlines which costs associated with these functions are reimbursed under the stop loss policy.

### SAvings Fees

TMHCC will reimburse cost containment savings fees up to a maximum of 25% of the savings, up to a maximum of $50,000 per claimant per year when the claim exceeds the Specific Deductible.

### Large Case Management (LCM) Fees

Proper management results in savings and the cost of that management are reimbursable under the stop loss policy provided the claim payments, in addition to the LCM fees, exceed the Specific Deductible and those fees are Incurred and Paid in accordance with the Policy’s Contract Basis. A copy of LCM reports should be submitted when requesting TMHCC to reimburse LCM fees.

### SpeCialty Rx Fees

TMHCC has developed a review process with a list of accepted vendors for this Specialty Rx service. Each vendor offers a variety of programs with unique pricing fees. It is important that you inform TMHCC of the vendor you have selected to ensure it is on the list of accepted vendors and if any portion of the fees would be covered. For additional information on Specialty Rx Fees, please reach out to Christine Carlson [ccarlson1@tmhcc.com](mailto:ccarlson1@tmhcc.com)

### Reference Based Pricing (RBP) Fees

TMHCC has developed a review process with a list of accepted vendors for this RBP service. Each vendor offers a unique program with different pricing fees. It is important that you inform TMHCC of the RBP vendor you have selected to ensure it is on the accepted list and if any of the fees would be covered. For additional information on Reference Based Pricing (RBP) Fees, please reach out to Christine Carlson [ccarlson1@tmhcc.com](mailto:ccarlson1@tmhcc.com)

### State Surcharges

Certain states levy surcharges on in-patient and outpatient hospital bills for uncompensated care pools, training, etc. Certain state surcharges (For example, New York) where the courts have ruled that ERISA does not prevent the imposition of the state surcharge.

## Fees not Reimbursable

### Administrative Fees

Claims Administrators will review and make determinations associated with their role as administrator in the adjudication of claims on behalf of the plan. Examples of these fees include activities such as Claims Administrator initiated medical reviews, medical record fees, reasonable and customary (R&C) determinations, procedure reviews, experimental/investigation reviews, PPO access fees, Pay for Performance (P4P), or custodial care reviews. These fees are not eligible under the Specific or Aggregate stop loss coverage.

### Capitated Rates

Capitated rates are billed at a flat rate per employee per month and are not eligible under the Specific or Aggregate stop loss coverage.

### Administrative FEES for LCM (large case management)

Administrative fees for LCM (large case management) are considered operational/administrative functions and include the cost for sending e-mails, faxes, eligibility determination, clerical fees, or capitated fees that are charged to the group as per member, per month fees. Large case management, as we understand it, is directly associated with the management of an ongoing catastrophic claim. These fees are not eligible for reimbursement under the Specific or Aggregate stop loss coverage.

### Drug Card Administrative Fees

Drug Card Administrative Fees for Drug Card programs are not eligible for reimbursement under the Specific or Aggregate stop loss coverage.

## Legal Matters/Complaints

TMHCC should be advised immediately by email of any legal matter in which TMHCC is named. The summons and complaint, along with the complete file and any supplemental documentation, should be forwarded to the Compliance Department in the Kennesaw, GA office.

TMHCC should be advised immediately of any lawsuit in which TMHCC is not named but could become involved because of Specific or Aggregate stop loss coverage. The complete file and any supplemental documentation should be forwarded to us for review.

TMHCC must be advised of all Insurance Department Complaints in which our coverage is involved. The original complaint and complete claim file should be forwarded to us for our immediate review. Please email them to our Compliance Department at [hcclcompliance@tmhcc.com](mailto:compliance@tmhcc.com)

## Subrogation/Third Party Liability

Subrogation/Third Party Liability involves situations where a claimant incurs medical expenses that have been caused by a negligent third party. It provides the Plan and the Policyholder with an opportunity to shift the costs of the claimant’s medical care onto the responsible party (their insurance company or other responsible entity).

For us to consider reimbursement on cases involving subrogation/third party liability, we must first have the following documentation:

* Completed Liability Questionnaire [Attachment B: Accident Liability Form](https://hccins-my.sharepoint.com/personal/tbolden_tmhcc_com/Documents/IT%20PA%20Documents/Accident%20Liability%20Form.docx) or the claims administrator’s form with supporting attachments.

## Overpayments & Refunds

All refunds should be forwarded to our Kennesaw, GA office if the overpayment pertains to a specific or aggregate claim payment. Please include policy and claimant(s) name when sending in a refund.

Please be aware that refunds are often received after the policy year has expired. Even so, if the overpayments apply to the Incurred and Paid dates of the specific and/or aggregate coverage and if reimbursement claims have been paid, these refunds may rightfully belong to TMHCC.

## Dental, Vision, Weekly Income & Prescription Drug Card Charges

Stop loss policies are written to suit the individual needs of each Policyholder. Therefore, not all contracts include the same types of coverage. To know exactly which coverage options the Policyholder has elected, please review the Policyholder’s Application for complete details.

## Eligibility Reference

Our goal is to provide prompt and accurate reimbursement of claims. Below is a reference for better understanding when additional questions might occur. This document is not all-inclusive, and some situations may require further information or clarification.

### EMPLOYEE/MEMBER

Active Employees/Members:

* Enrollment: Must include date of hire and the original effective date (the date the employee originally had medical coverage with the group).
* Work Status: Completed work status form showing last date worked, return to work and how coverage was continued when employee/ member was not physically working.
* Was he/she on FMLA? (If intermittent, list dates and hours used).
* Did he/she use Short-Term or Long-Term Disability? (Policy or Handbook should be submitted).
* Did he/she elect COBRA? - Election form and verification of premiums required.

Retirees: If the medical stop loss policy reimburses for retiree coverage, medical premium verification will be requested.

### DEPENDENTS

#### Spouse

* Enrollment: For both the employee/member and spouse (must include original effective date of medical coverage with the group).
* Work Status of Employee: If the claim filing is on a dependent spouse, and the employee/member is 65 years of age of older, work status on the employee/member may be requested if the dependent has an extended illness or multiple confinements.
* COB: Does the spouse have any other coverage? Note: The date of verification should be within 12 months of the claim incurred date.

#### Child

* Enrollment: For both employee/member and child (must include original effective date of medical coverage with the group).
* Work Status of Employee: If the claim filing is on a dependent child, work status on the employee/member may be requested if the dependent child has an extended illness or multiple confinements.
* COB: Does the child have any other coverage? Note: The date of verification should be within 12 months of the claim incurred date.
* Newborn:
* Timely Enrollment: Verification of the date that the employee asked to add the newborn to the policy. Note: Most plan documents state that the employee has 31 days to add from the date of birth.
* Work Status of Employee: If the claim filing is for a newborn child, work status on the employee/member may be requested if the newborn child has an extended illness or multiple confinements.

## ADDITIONAL INFORMATION NEEDED BASED ON SITUATION

**Accident Questionnaire:** Info is required when there has been an accident/injury paid over $5,000.00.

**Americans with Disabilities Act (ADA):** We request signed paperwork and estimated return to work date.

**Dialysis:** First date of dialysis is required.

**Leave Policies:**

* Short- Term Disability Policy (STD)
* Long-Term Disability Policy (LTD)- Premium verification requested.
* Group’s Leave of Absence Policy (LOA)- Premium verification requested if documented in the Plan Document
* Employee Handbook

# ICD Trigger List

Suggested Categories and Guidelines for Identifying Potential Catastrophic Claims

The ICD-10 codes and diagnoses listed below are key indicators of potential catastrophic claims. Codes should be referred and or disclosed to Tokio Marine HCC – Stop Loss Group.



