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Owner:	<i>Deabra Hardrick-Crump: Billing/ Claims Supervisor</i>
Policy Area:	<i>Claims Management</i>
References:	

CLAIMS MAIL ROOM POLICY

POLICY

It is the policy of Detroit Wayne Integrated Health Network (DWIHN) to adhere to all requirements as it relates to incoming and outgoing mail in the claims department.

PURPOSE

The purpose of this policy is to document a process for handling all incoming and outgoing mail for the claims department.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWIHN Board, DWIHN Staff, Contractual Staff, Access Center, Network Providers, Crisis services vendor, Credentialing Verification Organization (CVO)
2. This policy serves the following populations: Adults, Children, I/DD, SMI/SEI, SED,SUD, Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid.SUD, Autism, Grants, General Fund

KEYWORDS

1. **USPS**: United States Postal Service

STANDARDS

1. Incoming Mail
 - a. Mail received daily from the United States Postal Service (USPS) will be sorted and directed to the appropriate department/person.
 - b. All mail for the claims department must be opened and sorted according the mail room procedure guidelines.
 - c. All misrouted mail not belonging to DWHMA will be returned to the USPS.
 - d. Anyone receiving Parcels and Packages will be notified by email and held for pick-up.

2. Outgoing Mail

- a. All outgoing mail will be delivered to the central mail room by 3 pm daily.
- b. Mail received after 3pm will be mailed out the next day.
- c. Personal mail is prohibited from using the mail room, outgoing personal mail can be dropped off at the front desk in the lobby.
- d. All outgoing mail should be sealed and properly addressed.

3. Interoffice Mail

- a. Interoffice mailing system has not been adopted by DWIHN.

QUALITY ASSURANCE/IMPROVEMENT

DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of subcontractors, and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

RELATED POLICIES

RELATED DEPARTMENTS

1. Claims Management
2. Information Technology
3. Managed Care Operations
4. Management & Budget

CLINICAL POLICY

NO



Claims Batch Cover Sheet

Mail Receipt Date _____

Claim Type (Professional/Facility) _____

Number of Claims in Batch _____

Mail Room Clerk Initials and Date _____

Claims Adjudicator initials and date received _____

Claims Adjudicator initials and date entered in MHWIN _____

Number of Completed Claims _____

Check Date _____

**THIS COVER SHEET IS TO BE ATTACHED TO ALL PAPER CLAIMS
RECEIVED BY THE DWMHA CLAIMS MAIL ROOM**

