

## Retrospective Claims Payment Review of Volunteer State Health Plan (VSHP) Claims

### Frequently Asked Questions

Who do I contact if I have a question about Volunteer State Health Plan (VSHP)

**VSHP Provider Services**  
**BlueCare** 866-365-4128  
**Fax** 866-365-4128

What types of claims are a part of retrospective review audits?

All VSHP claims submitted on a UB04 and CMS-1500 are subject to retrospective review.

When can we expect the first audit record requests?

Requests for medical records will be in January 2012 for some providers.

### VSHP Retrospective Review Audit Process

Will providers receive a notification of VSHP's findings?

Yes, providers will receive a letter explaining the review and the improper payment reason including the amount.

Describe the process if the provider does not agree?

After the audit is complete, VSHP will notify providers of the audit findings. Providers will have thirty (30) calendar days from the receipt of the letter to submit additional information and request a Reconsideration of the audit results. A Level I Reconsideration will be conducted pursuant to BCBST's Provider Dispute Resolution Procedure and providers will receive written notification of the findings.

If still dissatisfied, providers will have thirty (30) calendar days to request a Level II Appeal review. BCBST will then have sixty (60) calendar days to conduct an internal review and send a written reply or notification of the status of our review.