

Process for Requesting Reimbursement of Excess Cost Sharing Payments

Effective: December 1, 2015

- 1) The Process for Requesting Reimbursement of Excess Cost Sharing Payments will be handled by the Puerto Rico Medicaid Program and the Puerto Rico Health Insurance Administration (ASES). The Medicaid Program is responsible for notifying ASES of cost sharing limits applicable to Medicaid beneficiaries in each time period during which the limit applies (quarterly, starting on the effective date of eligibility).
- 2) Beneficiaries will be notified of their right to request reimbursement through:
 - a) Public Notice;
 - b) The MA-10 form (Notification of Action Taken) which will include the applicable co-pay limit amount.
- 3) Reimbursement requests will be accepted by ASES for quarters beginning January 1, 2014.
- 4) As a general rule, beneficiaries must submit reimbursement requests no later than 2 calendar months after the end of the quarter for which the request is being made. This 2-month period will be applied as follows:
 - a) For quarters which begin on or after January 1, 2014 and ends on or before November 30, 2015, reimbursement requests must be submitted on or before January 31, 2016. Only one reimbursement request will be required for any and all quarters during this initial retroactive period;
 - b) For subsequent quarters (with ending date on or after December 1, 2015) reimbursement requests must be submitted no later than 2 months after the end of the quarter;
 - c) If the beneficiary does not specify the quarter for which the request is being made, it will be interpreted as the most recent quarter that ended before the submission date (defined below). The 2-month rule will then be applied according to this interpretation.
- 5) Beneficiaries can submit a reimbursement request as soon as they believe they have exceeded the limit, regardless of the day on which the quarter for which the request is being made ends. In other words, reimbursement requests will be accepted before the quarter ends.
- 6) Reimbursement requests will be considered complete when all minimum mandatory information is provided in order to conduct the investigation, as instructed on the reimbursement request form, especially the authorization and legal warning section, with signature and date.
 - a) The employee receiving the reimbursement request will verify that all necessary information is included before adding his/her name and the date submitted in the section "ASES/Medicaid internal use only". If any of the required information is missing, the employee will notify the beneficiary, who may provide the information at that time or submit the reimbursement request at a future date, when it is complete.

Process for Requesting Reimbursement of Excess Cost Sharing Payments

Effective: December 1, 2015

- b) For incomplete reimbursement requests that arrive through the mail or facsimile, or that are not identified as such by the receiving employee, see 9b, below.
- 7) All reimbursement requests must be received by ASES in order to initiate the investigation process. For compliance with the 2-month period to submit the request, the submission date will be determined, depending on the method of submission, as follows:
- a) In person: The day the reimbursement request is received and accepted as complete, in ASES or in any of the local offices of the Medicaid Program throughout the Island. Reimbursement requests received in the Medicaid Program will be immediately forwarded to ASES; or
 - b) By mail: The day of the Post Office Stamp, regardless of the arrival day at ASES. Address provided to the beneficiaries will be: ASES – Client Services, PO Box 195661, San Juan, PR 00919-5661; or
 - c) By Facsimile (Fax): The day the reimbursement request is received in ASES at the Fax number defined for this purpose, as recorded by the receiving Fax machine or system. The ASES Fax number defined for receiving reimbursement requests will be: 787-474-3347.

NOTE – to ensure confidentiality of the information transmitted, no other fax number will be allowed for the receipt of reimbursement requests in ASES.

For reimbursement requests presented in person, if the last day of the 2-month period to submit a request falls on a weekend day, a holiday or any other non-working day for the PR Medicaid Program, requests will be accepted until the next working day.

- 8) Once the reimbursement request is received by ASES, the investigation process will begin 3 months after the end of the quarter for which the request is being made (or 3 months after November 30, 2015 in the case of reimbursement requests for quarters from January 1, 2014 through November 30, 2015), to allow for enough time for service claims to be submitted by providers and be recognized on ASES' data base. The investigation will not last, without just cause, longer than 1 month, and will consist of the following activities
- a) Verify beneficiary eligibility status and cost sharing limit during the quarter for which the reimbursement request is being made;
 - b) Search all claims for medical, hospital, dental or pharmacy services during the quarter for which the reimbursement request is being made, belonging to the Medicaid household of the beneficiary;
 - c) Calculate the total cost sharing incurred on those claims and compare to the applicable limit for the quarter;
 - d) Determine whether in fact there was an excess amount of cost sharing incurred and proceed to answer the reimbursement request.

Process for Requesting Reimbursement of Excess Cost Sharing Payments

Effective: December 1, 2015

- 9) Procedure to answer a reimbursement request -
- a) For all processed reimbursement requests: an official response in writing will be issued to the beneficiary notifying the result of the investigation, including the specific information that led to such conclusion. The information will include:
 - i) The household income for the quarter;
 - ii) The applicable cost sharing limit;
 - iii) A detail of the received claims with incurred co-pays, if any, as evidence of the conclusion;
 - iv) The beneficiaries' right to request a fair hearing on the result of the investigation, the procedure to do so, and the information that will be needed.
 - b) For incomplete reimbursement requests (see 6 above): ASES and the Medicaid Program will make efforts to contact the beneficiary by calling the telephone provided on the reimbursement request or through any of the contact information available on record, including other family members. If missing information cannot be obtained, the reimbursement request will be returned to the address provided along with a notification indicating the reason why the request cannot be processed.
 - c) For reimbursement request evaluated with an excess amount to be paid back: Depending on the specific quantity of the excess amount, the following steps will be taken:
 - i) If the amount is \$5.00 or more, the ASES Finance Office will issue a check¹ in the beneficiaries' name and will attach it to the communication that will be send to the address provided on the application; or
 - ii) If the amount is less than \$5.00, language will be added to the communication notifying that:
 - (1) The reimbursement amount is less than the established minimum amount required to issue a check;
 - (2) The amount will be kept as a credit that can be added to a reimbursement request for another quarter;
 - (3) Whenever the sum of any pending reimbursement reaches or exceeds the \$5.00 threshold, the full amount will then be reimbursed;

¹ If the beneficiary supplies bank account information to allow direct deposit, such mechanism will be used to pay the reimbursement to the beneficiary. All other conditions applicable to payment by check will apply and a record of the direct deposit will be attached to the notification to the beneficiary in place of a check.

Process for Requesting Reimbursement of Excess Cost Sharing Payments

Effective: December 1, 2015

- (4) The credit will be kept on record for a maximum of 2 years counted from the date of the claim that triggered the excess over the 5% limit.

- 10) The response to the beneficiary with the result of the investigation of the reimbursement request, will be made as soon as possible after the end of the investigation, but will be sent no later than 15 calendar days following the limit date for the performance of the investigation.

This Process for Requesting Reimbursement of Excess Cost Sharing Payments will begin on December 1, 2015.