

## *Southwestern Provider Services, Inc.*

Mercy Maricopa Integrated Care

### **Claims Adjudication Process Timeline**

Claims submitted today (by 5pm CT) remain in the 'Sent' status until SPSI's nightly processing is complete and reported out the following morning (business days only—excludes holidays as well). MMIC then takes 1-3 days to 'acknowledge' the claim (import into their claim system--QNXT). Once imported, they generally take 7-14 days to 'adjudicate' the claim (but have up to 30 days). Now, if a claim is adjudicated on a Tuesday, for example, it holds in their system in 'PAY' status until Fridays' check run, when it will then be sent for 'payment' and their internal status changes it from 'PAY' to 'PAID'. MMIC does a check run each Friday evening (excluding holidays) and the Date the 'checks' are issued is the following Tuesday. We receive these electronic files Wednesday or Thursday and the status will then change from 'Submitted' to 'Paid' or 'Denied', in SPSI's website (and the 835s—electronic remit advice files are also available at that time). Here's an *example*:

1. Claim is sent to SPSI on Monday, 5/2.
2. MMIC imports the claim on Tuesday, 5/3 and 'acknowledges' it to SPSI (this is where the *Original Payer Claim ID* comes from).
3. MMIC begins adjudication on Wednesday, 5/4.
4. Claim is fully adjudicated on Monday 5/9, set to 'PAY'.
5. Claim is included in Friday, 5/13 check run.
6. Electronic remit with claim is sent to SPSI on Wednesday, 5/18 with a check date of 5/17 (check date is **always** on a Tuesday).
7. SPSI's website reflects the claim as 'PAID' with the electronic file (835) available as of Thursday, 5/19.