Children's Special Health Care Services
Integrated Operational Services
Policy & Procedure Manual

Revised Claim Policy -
Policy #D-6

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Title: Claim Processing Priority

Revision Effective Date: **January, 2011**
Effective Date: **January 1, 2005**

Purpose: To specify the time order or sequence for processing of health care claims within the Children's Special Health Care Services (CSHCS) program.

Rule References: None

Policy: Claims will be processed on a first–in, first–out basis, within type of claim. The intent is to treat health care providers fairly by processing claims in the sequence they are received.

The restriction of (within claim type) is because different types of claims require unique knowledge & skill sets. Not all claim processors are capable of processing all claim types. Consequently, a claim processor of one type of claim may be processing claims received more recently than claims being processed by a processor of another type of claim.