

Receivership Management, Inc.

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Checklist for Settlements and Zero Balance Statements

Claim resolution by settlement and negotiated release

If a provider agrees to accept a lower amount for payment of a claim listed on your unpaid claims run as payment in full, proof of this agreement of settlement must be submitted to Verdegard (“Verdegard”), formerly known as Hawaii Mainland Administrators (HMA). Sufficient proof of this settlement must be documented by completing the required release form included in this packet for each settlement. For a claim to be considered resolved by a negotiated settlement, you must submit the following three items to Verdegard for review:

1. the completed and executed release form (including all required elements listed in section A below),
2. proof of payment of the negotiated settlement amount to the provider (see accepted forms of proof of payment in section B below), and
3. an accompanying list of the claim(s) intended to be settled by the release (see required elements in section C below)

A. The following elements must be present on the release for settlement to consider a claim to be resolved:

- The RMI template release form included in the liquidation packet must be used. A copy of this template release form can also be found at www.receivermgmt.com/medova
- Employer Name
- Provider Name
- Total Billed Charges
- Total Plan Responsibility Amount
- Negotiated Payment Amount
- Signature of the representative of the Provider and date signed
- Signature of the representative of the Employer and date signed

B. The following forms of proof of payment of the negotiated amount will be accepted to consider the claim resolved:

- A copy of the front and back of a **cash**ed check.
 - o Note, simply providing a copy of a check sent to the provider will not suffice. We must be able to verify from the proof submitted that the provider has cashed the check
- An ACH/Wire Transfer confirmation from the paying party’s bank account

- A credit card receipt showing payment of the negotiated settlement amount was made to the provider

C. The following items must be stated for each claim on the attached list of claims resolved (Excel format preferred):

- Claim Number
- First and Last name of the member and/or patient
- Date of Service
- Total Billed Charge
- Total Plan Responsibility Amount
- Negotiated Payment Amount

Note, all elements of the release listed above must be present **AND** valid proof of payment in one of the forms listed above must be provided to Verdegard for a claim to be considered resolved. A release missing any of the required elements or submitted without accompanying valid proof of payment will not be accepted.

Claim resolution by zero balance statement

If a provider indicates that no further amounts are owed for a claim on your unpaid medical claim listing, proof that no further amounts are owed and that the claim is resolved can be submitted to Verdegard for review in the form of a zero balance statement. In order for a zero balance statement to be considered sufficient, you must submit the following:

- A zero balance statement issued by the Provider's office with the following information listed:
 - o Provider Name
 - o Patient Name
 - o Date of Service
 - o Billed Charges
 - o Clear indication that there is no further amount due for the particular claim at issue and/or a clear indication that this patient does not have any unpaid balances for any claims with this medical provider as of the date of the statement
 - o Date of the zero balance statement
- An accompanying list of the claim(s) intended to be resolved by this zero balance statement which clearly indicates the claim number for each claim

Note, all elements listed above must be present on the zero balance statement submitted to Verdegard for a claim to be considered resolved. If the zero balance statement does not contain all elements listed above, the zero balance statement will not be considered sufficient to resolve an unpaid medical claim amount due.

Submission Instructions:

For a claim to be considered resolved by negotiated release or zero balance statement, all required materials listed above must be submitted to Verdegard. You may submit this documentation to Verdegard by one of the following methods:

- **Email:** You may email the required documentation to lifestylerelease@verdegard.com
- **Mail:** You may mail the required documentation to:

Verdegard

ATTN: Lifestyle Release

PO Box 25620

Tempe, AZ 85285

If you have any questions regarding the submission of any claims resolution documentation, please contact the Verdegard office at 480-921-8944.