


<p>Office of Employee Benefits</p> <p>Administrative Manual</p> 	BCBS ELIGIBILITY AUDIT	706
	EFFECTIVE DATE: SEPTEMBER 1, 2002	
	REVISION DATE:	
	PURPOSE: Process for auditing UT SELECT claims paid by BCBS against member eligibility as of the date of service	
	SCOPE: Component institutions of The University of Texas (U.T.) System and the Office of Employee Benefits (OEB) at U.T. System Administration	

1.0 BACKGROUND

Blue Cross and Blue Shield of Texas (BCBS) is providing OEB with a weekly submission of claims data. The purpose of conducting an eligibility audit is to ensure that claims have been processed on only those subscribers of the UT SELECT plan for the dates of service covered by their enrollment.

2.0 Process for Conducting the Eligibility Audit

Following the "eligibility snapshot" taken on the **1st Sunday of the Month**, OEB's Information Systems (IS) Department will run the BCBS "Claims Paid" files against the 120 day old data using the following schedule as a guideline:

Claims Paid Data	Eligibility Data as of...
October 2006 Claims	March 2007
November 2006 Claims	April 2007
December 2006 Claims	May 2007
January 2007 Claims	June 2007
February 2007 Claims	July 2007

The Accounting Assistant in OEB's Finance Department will then compare the results of the BCBS Eligibility Audit against the Claims Refund Worksheets provided to OEB by BCBS. Any claim identified by OEB that has not been picked up on the BCBS Refund tracking tool (Claims Refund Worksheet) should be scheduled and tracked by the Accounting Assistant until BCBS does acknowledge the need for a claim refund or other resolution is made. Provide feedback, as needed, to the OEB IS Department in the event that eligibility exceptions are identified in error. This feedback will be used to further refine the eligibility audit program.

The Financial Analyst in OEB's Finance Department assigned to BCBS will obtain from the Accounting Assistant the results of the eligibility audit. The Financial Analyst will then provide BCBS with the information necessary to identify and track the audit exceptions on their tracking tool (Claims Refund Worksheet). This communication should be concluded by the third week of each month as a general rule.

Refund activity reported to OEB on the Claims Refund Worksheet should be verified using the BCBS Claims Paid File as a source.

Routinely, OEB management will review the BCBS Claims Refund Worksheet to ensure that they acknowledge OEB's audit results. On a monthly basis, OEB Management will be provided a summary of refunds activity as follows:

Total Claim Refunds	\$ _____
Less Refunds Received	(_____)
Refunds Pending	\$ _____

Source: UT System Status Report provided by BCBS at monthly meetings with OEB

This summary should be provided to the OEB Financial Reporting Manager and the OEB Director on or before the last day of the month.

A monthly accrual of the Refunds Pending should be included in the OEB Financial Reports for the UT SELECT Plan as supported by the analysis above and the U.T. System Status Report.