



300 Corporate Center Drive  
Suite 600  
Camp Hill, PA 17011



**July 6, 2022**

Attention PA Health & Wellness (PHW) Nursing Facility Providers,

As part of our Community HealthChoices (CHC) contract, PA Health & Wellness must have processes in place to review and monitor the nursing facility patient pay calculations and other medical expenses as submitted on claims. Starting 8/1/2022, Resolution Healthcare Management has been contracted by PA Health & Wellness to perform nursing facility claim audits for dates of service 1/1/2018 to current.

Resolution Healthcare Management will send a letter outlining documents needed to perform the audit. Nursing Facilities will be given 30 days to provide the documentation via US mail or supplied electronically through a secure site.

- If the documents provided do not substantiate deductions, facilities will be given an additional 30 days to provide missing documents and/or further explanations.
- If it is determined that patient liability needs to be adjusted, the facility will receive notification that a corrected claim will need to be submitted.
  - The facility will be given 30 days to submit a corrected claim.
  - Timely filing guidelines will not be applied to the corrected claims.

If you have any questions about this process or working with Resolution Healthcare Management, please contact us at [SNF\\_Claims\\_Inquiry@PaHealthWellness.com](mailto:SNF_Claims_Inquiry@PaHealthWellness.com).

Thank you for your continued partnership and we look forward to serving our Participants in PA together,

**PA Health & Wellness**

1-844-626-6813

TTY/PA Relay 1-844-349-8916

PAHealthWellness.com

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