



PR 1205.6: Payment of Claims

PO 1205.6.

When Form 29 or Form 94 is received, review the claim to determine that:

- time limits are met;
- required documentation is provided;
- charges and other payment sources are correct;
- signature, claimant information, client information, case name and number, and all other entries are legible and accurate on all copies of the claim form; and
- policy and procedures have been followed.

When a claim is approved, authorize payment.

When a claim cannot be paid as submitted:

- Adjust the claim as indicated and notify the claimant of the adjustment using Form 1959. Process the adjusted claim for payment with a copy of Form 1959 attached.
- Return incorrect or incomplete claims to the claimant with Form 1959 explaining the problem and suggesting corrective actions. Process resubmitted claims for payment with a copy of Form 1959 attached.
- Return denied claims to the claimant with Form 1959 stating the reason for the denial.
- When vendor charges are more than the maximum amount allowed, return the claim to the vendor pointing out the certification statement and the instructions on the back of the claim form. Advise the funeral home that a reimbursement claim is appropriate. If a vendor claim is resubmitted with the reduced charges, a separate statement from the funeral director must be included certifying that the total charge has been reduced to the allowance stating the amount.

Send the original Form 1959 to the claimant. File a copy in the case record.

