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**TITLE 405 OFFICE OF THE SECRETARY OF  
FAMILY AND SOCIAL SERVICES**

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Under IC 4-22-2-23, the Office of the Secretary of Family and Social Services intends to adopt a rule concerning the following:

**OVERVIEW:** Amends 405 IAC 1 to add provisions governing the claims dispute resolution process for certain providers furnishing services to enrollees in the Medicaid risk based managed care program. Applies to a reimbursement dispute between a provider and a managed care organization, if the provider does not have a contract with the managed care organization. Provides for an informal claim dispute resolution process that allows the provider to make verbal inquiries and to otherwise informally undertake to resolve the provider's objection to a determination made by the managed care organization, including the amount of payment, or the lack of sufficient supporting information, records, or other materials. Provides for a formal dispute resolution process in the event the matter submitted for informal resolution is not resolved to the provider's satisfaction. Statutory authority: IC 12-8-6-5; IC 12-15-1-10; IC 12-15-21-2.