

Covered California for Small Business Issuer Payment Discrepancy Resolution Process

Each month, Covered California for Small Business will send the Issuer a NOD 23 (Gross to Net Report) to document that month's payment. See Appendix K NOD 23 Report Glossary for NOD 23 specifications.

On a separate file (see NOD 23 Payment Discrepancy Sample in Appendix K), the issuer must indicate any disputed payment, by specifying the discrepancy type in the "Discrepancy Comments" column (see Discrepancy Types section below). The issuer must send an email to Covered California for Small Business notifying the exchange of any disputed payment. The email must contain the original NOD 23 (Gross to Net Report) and provide **only** the member's disputed information (see NOD 23 Payment Discrepancy Sample in Appendix K).

Issuer must not modify the structure or insert or delete any rows or columns as the responses will be appended to Exchange database for resolution purposes.

The following section provides acceptable Discrepancy Types for use in the Discrepancy Comments column.

Discrepancy Types for Payment Discrepancy Resolution

Cancellation – Policy was never effectuated.

Termination – Policy was once effectuated and is now terminated.

Effective Date – a mismatch between policy start dates or end dates exist

Duplicate – duplicate record exists (the record flagged is the duplicate; the current/correct record should not be flagged)

Missing (CC) – the record does not exist (on Covered CA side, but exists and is paying on issuer side)

Missing (Issuer) - the record does not exist in the Issuer enrollment system

Plan Difference – the plan identified does not agree to plan selection on Issuer record

Mismatch – Subscriber does not match member or vice versa

Zip Code – the record does not match in the Issuer enrollment system