

Section 2.9

Rapid Dispute Resolution Process

In accordance with the terms of the Hospital Access Agreement as set forth in the Michigan MSA Bulletin Number 01-17 as issued on October 15, 2001, which is incorporated by reference, the following dispute resolution protocol applies:

1. Hospitals and UnitedHealthcare Community Plan (UHCCP) agree to exhaust their efforts to achieve reconciliation solutions for outstanding accounts via internal means on a regular ongoing basis, including the use of an Accounts Receivable Reconciliation Group, before pursuing the Rapid Dispute Resolution Process (RDRP).
2. Where a disputed claim, or group of similar claims, remains, either the Hospital or UHCCP may submit a request to the Michigan Department of Community Health (MDCH) for RDRP. Upon receipt of a request by either the Hospital or UHCCP, MDCH will advise the other party that the disputed claim or group of similar claims will be resolved in this manner.
3. MDCH will contact a mediator, selecting one at random from the list of available mediators that it has prepared, within 15 calendar days of election/agreement by both parties to proceed. The mediator will schedule the mediation session within 15 calendar days of contact by MDCH. The mediator will issue his/her decision within 15 calendar days of the mediation session. The mediators will be disinterested parties without conflict of interest with either GLHP or the Hospital.
4. Hospitals and UHCCP agree that, should a Hospital or UHCCP elect this process, the outcome, including any monetary award, will be binding. Both parties agree to assume the burden of cost for presentation of their positions before the mediator. The cost of the mediator will be borne proportionally.
5. If the Hospital's position is granted, UHCCP agrees to make payment for the disputed claim(s) within 30 days. If the Health Plan fails to make payment within the required timeframe, MDCH will enforce the decision through a with-hold of the disputed amount from UHCCP's capitation payment and direct payment to the Hospital.
6. If UHCCP's position is granted and results in the Hospital obligated to reimburse UHCCP, the Hospital agrees to make payment within 30 days. If the Hospital fails to make payment within the required timeframe, the MDCH will enforce the decision through an adjustment of future Hospital payments and direct the disputed amount to UHCCP.