

Pima Health Systems Policy and Procedures

Policies included in this section and their effective dates:

<u>POLICY AND PROCEDURE</u>	<u>EFFECTIVE DATE</u>
Appointment Standards (PS-I-0024)	May 2009
Clean Claim Determination (CL-II-0005)	December 2002
Compliance with Privacy of Member's Health Information (AD-VIII-0006)	April 2003
Corporate Compliance (AD-VIII-0004)	January 2008
Cultural Competency – Health Care Services (AD-VIII-0003A)	June 2004
Emergency Medical Services (MM-II-004)	April 2009
Medical Claims Review Standards (MM-II-007)	July 2009
Member Appeal of Action (GA-I-001)	July 2009
Member Assignment To A Primary Care Provider (MS-I-0003)	April 2007
Member Grievance (GA-I-002)	June 2009
Peer Review Process (QM-I-D)	September 2009
Plan Change Requests (MS-I-0010)	October 2005
Prior Authorization Process – Provider Generated Request (MM-III-001)	May 2007
Provider Claim Dispute (GA-II-001)	June 2009
Provider Education (PS-I-0008)	March 2007
Provider Site Visit (PS-I-0011)	July 2009