

**General Contract Information**

Contract name \_\_\_\_\_ Date \_\_\_\_\_  
 Key contact \_\_\_\_\_ Title \_\_\_\_\_  
 Direct no. \_\_\_\_\_ Fax no. \_\_\_\_\_  
 E-mail \_\_\_\_\_

Population served \_\_\_\_\_  
 Geographic location \_\_\_\_\_  
 Service needs \_\_\_\_\_

Marketplace assessment of contractor \_\_\_\_\_  
 Presence \_\_\_\_\_  
 Perception \_\_\_\_\_  
 Payment history \_\_\_\_\_

Contract objectives \_\_\_\_\_  
 Service need \_\_\_\_\_  
 Service enhancement \_\_\_\_\_  
 Growth/relationship \_\_\_\_\_

Response due \_\_\_\_\_ Meeting scheduled \_\_\_\_\_

*Your Contract Checklist*

**General representations, warranties, terms of administration**

Term explanation	Acceptable?	Page/Section	Rating
Parties are independent contractors			
Reps of each party have authority to execute contract terms			
Payer party directly represents the population of members/beneficiaries of proposed contract			
Contract and terms are governed by your state			
Each party is responsible for own legal costs of contract development, execution and the resolution of any disputes arising in relation to the contract			
Each party possesses and will provide proof of liability insurance commensurate with their business practice and community standard			
The contract contains mutual indemnification and hold-harmless language			

**Roles and responsibilities of payers and providers**

Term explanation	Acceptable?	Page/Section	Rating
Payer has established credentialing standards and processing timeframe			

commitments			
Payer may accept delegated credentialing			
Payer will seek credentialing information from databank sources			
Provider will submit requested credentialing information within ____ business days of request			
Provider will provide notice of change in credentialing information within ____ business days of change			
Payer has provided copies of the required quality management, utilization review protocols and data processing formats			
Payer has provided samples of electronic data formats for information and claims submissions			
Payer has assisted and confirmed data submission and clearance through designated EDI, portals and clearing houses			
Payer or EDI source has provided samples of reports of failed data transmissions			
There are clearly established processes and timeframes for provider appeals, the review process and documentation requirements			
There are clearly established processes, timeframes and points of contact to address contract administration grievances			
If arbitration is required, there are clearly established processes, regulations, timeframes and parties to be involved			
Contractual amendments may be requested by either party			
Implementation of contractual amendments must be communicated ____ business days in advance			
Approval/acceptance of contractual amendments must be noted in writing in advance of implementation			
There is a clearly defined notification and negotiation process and timeframes for rejected contractual amendments			
There are clearly defined requirements of termination notification, timeframes and process			
Notice of termination must be communicated at least ____ business days in advance			
There is a process in which members/beneficiaries are notified of			

contract termination			
Obligations upon termination are clearly defined for both parties			

**Roles and responsibilities of members/beneficiaries**

<b>Term explanation</b>	<b>Acceptable?</b>	<b>Page/Section</b>	<b>Rating</b>
Members will have current identification of plan membership, co-pay obligations and benefit detail			
Members will be in-serviced in their benefit plans to help them understand their responsibilities for notification, reporting and payment			
Members have identified customer service reps and contact info			

**Reimbursement issues**

<b>Term explanation</b>	<b>Acceptable?</b>	<b>Page/Section</b>	<b>Rating</b>
The proposed payment methodology is _____			
Multiple procedures will be paid as the first procedure at ___%; the second at ___%; and subsequent procedures at ___%.			
Bundled procedures are ID'd and paid in accordance with _____			
The utilization and claims managers use the following coding resources and reference guides: _____			
Implants must be billed using _____			
Implants are reimbursed at _____			
Implant reimbursement is bundled with the following CPT codes and ASC groupers: _____			
Notable benefit and service exclusions to this contract: _____			
Global periods are defined and consistent with _____			
Payer has provided a sample EOB			
EOB language is understandable			
Denial codes are specific and give direction for follow-up response			
Patient payment responsibility is easy to calculate from EOB			

**Renewal**

<b>Term explanation</b>	<b>Acceptable?</b>	<b>Page/Section</b>	<b>Rating</b>
Timeframes for initial renewal term and renewal process are clearly defined			