



PROVIDER DISPUTE RESOLUTION

On Lok Lifeways (Lifeways) manages a dispute resolution mechanism in order to process and resolve administrative, operational, contractual, and payment disputes from providers in a timely, fair, and cost-effective manner. Lifeways makes best efforts to resolve provider disputes on a timely basis with the mutual satisfaction of all parties.

A provider who files a complaint, disputes a claim, or voices a concern should do so without fear of discrimination or retaliation by On Lok staff.

Note: A provider wishing to file a grievance or complaint on behalf of an On Lok Lifeways Participant (member) should follow the On Lok Grievance and Appeals Procedure, not the On Lok Provider Dispute Resolution mechanism.

Who to Contact:

All provider disputes should be directed to the attention of the On Lok Provider Services Department, attention: Provider Dispute Resolution

In Writing: On Lok Senior Health Services
Attention: Provider Dispute Resolution
1333 Bush Street
San Francisco CA 94109

Via Fax: (415) 292-8745
Attention: Provider Services Department

Electronically: providerservices@onlok.org

If you need assistance, require additional information, or wish to discuss your concerns, please call the On Lok Provider Services Department at (415) 292-8888.

Description of the On Lok Provider Dispute Resolution Mechanism

1. The provider should report any administrative, operational, contractual, or claims/payment concerns, issues, or disputes to On Lok in writing. The written dispute must include the following information:
 - a. Provider's name
 - b. Provider's contact information, including name, address, and telephone number of the provider's contact person
 - c. An explanation of the dispute or issue, including any relevant attachments, documentation, and supplemental information
 - d. The name of the participant, participant identification number, and date of service (if the dispute involves a service provided to an On Lok Lifeways Participant)
2. The provider must file all disputes within 365 calendar days of On Lok's action or inaction.
3. On Lok will acknowledge receipt of the dispute within five working days, or two working days if the dispute was submitted electronically.
4. If the information provided in the written dispute is not adequate, On Lok will request missing or additional information in writing.
5. The provider may submit an amended dispute within 30 working days of the request for additional information.
6. On Lok will resolve or deny all provider disputes within 30 working days from the date of receipt.
7. If On Lok anticipates the dispute resolution to exceed 30 working days from the date of receipt, the delay and the anticipated date for resolution will be communicated in writing to the provider.
8. On Lok's written determination of resolution, including a summary of the pertinent facts for the decision, will be sent to the provider via U.S. mail.

As of October 2016