



Policy F-1500 AGS Escalation Policy

Introduction

It is important that we follow an appropriate and consistent process to elevate funding related concerns, issues, and questions related to our teamwork with AGS.

Identified Issues

When a potential funding error or training opportunity is identified, the following steps should occur:

1. The reporting party is to note the work order with the specific concern.
2. The reporting party is to determine the urgency of the error.
 - a. For non-urgent concerns, the work order note and any additional details are to be sent via email to the Funding Supervisor.
 - b. For urgent concerns, a call is to be made to the Funding Supervisor for immediate action.
3. The Funding Supervisor will validate the information.
 - a. If it is identified that an error occurred as a result of an NSM team member, the Funding Supervisor will provide re-education and have the order updated appropriately. They will follow up with an email summary of the outcome.
 - b. If it is identified and validated that an error occurred as a result of an AGS team member, the Funding Supervisor will elevate to the DFD and complete the actions below.
 - i. The Funding Supervisor is to coordinate or make any necessary corrections to Coding & Pricing, Pending follow-up, PPQA or Delivery Verifications, when able, so the order will continue to progress forward.
 - ii. The Funding Supervisor will not make any corrections to Payer Submissions.
 - iii. The Funding Supervisor will log the concerns and complete all fields on the Divisional Action Log.
4. The DFD will review and consolidate the information on the master Action Log.
5. The Training and Improvement Manager or National Funding Director will review the Action Log opportunities, at minimum, once per day with AGS.
6. The National Funding Director will provide a daily copy of the master Action Log to the RADs and DVPs.
7. Based on discretion, the Funding Supervisor will follow up with the team member that reported the issue.

Note: An AGS Associate should not be contacted directly with questions or escalations. NSM leadership helps to provide training, education and trends to our AGS teammates.