

Bureau of Managed Care - Resource Account Help Guide

The Bureau of Managed Care (BMC) has created a resource account to help answer any questions or resolve any issues with submissions, including reports, applications, and other records required by the laws and regulations.

Document Submission Process

BMC uses SharePoint and SERFF for collecting documents. If you do not already have a SharePoint site for submissions, please submit a request to RA-INBURMNGDCAREPRDR@pa.gov, with "SharePoint Submission Request" in the subject line.

Help by Topic Area

To help us direct your email to the correct office, please use the tables below to locate the topic area of help required.

When submitting an email request for help please be sure to include the specific Subject Line Language provided for your topic area in the subject line of your email.

The regulatory citation for each topic area is also provided for your reference as additional information can be found by referencing the specific citation in [Title 28 of the PA Code](#).

Help Topics for Companies

Topic Area	Subject Line language	Regulatory citation
Annual Reports	Annual Report <i>(insert 4-digit year)</i> e.g., Annual Report 2021	28 Pa. Code § 9.604(a)
Quarterly Reports	Quarterly Report <i>(insert 4-digit year)-Q</i> <i>(insert quarter #)</i> e.g., Quarterly Report 2021-Q1	28 Pa. Code § 9.604(b)
Certificate of Authority Application (includes foreign HMOs)	COA- <i>(insert company name)</i> e.g., COA-ABC Company	28 Pa. Code §§ 9.631, 9.635
Delegation of HMO operations	HMO-Delegation of Operations- <i>(insert company name)</i> e.g., HMO-Delegation of Operations-ABC Company	28 Pa. Code § 9.634
Use of subnetworks – approval request	HMO-Subnetwork- <i>(insert company name)</i> e.g., HMO-Subnetwork-ABC Company	28 Pa. Code § 9.653
Annual Quality Assurance Plan (for information only)	QAPlan- <i>(insert 4-digit year)</i> - <i>(insert company name)</i> e.g., QAPlan-2021-MCOCO	28 Pa. Code § 9.674(b)(9)

Delegation of Medical Management (for review and approval)	Med Management Delegation--(<i>insert company name</i>) e.g., Med Management Delegation-ABC Company	28 Pa. Code § 9.675
Service Area Expansion *	Service Area Expansion-(<i>insert company name</i>) e.g., Service Area Expansion-(<i>insert company name</i>)	28 Pa. Code § 9.679
Access for persons with disabilities (for information only)	ADA Access-(<i>insert company name</i>) e.g., ADA Access-ABC Company	28 Pa. Code § 9.680
Complaint Procedures	Complaint Procedures-(<i>insert company name</i>) e.g., Complaint Procedures-ABC Company	28 Pa. Code § 9.702(a)(6)
Grievance Procedures	Grievance Procedures-(<i>insert company name</i>) e.g., Grievance Procedures-ABC Company	28 Pa. Code § 9.702(a)(6)
External Grievance request	External Grievance Request-(<i>insert company name</i>) e.g., External Grievance Request-ABC Company	28 Pa. Code § 9.707(b)(2)
Expedited External Review request (in addition to fax or phone as outlined in reg)	EXPEDITED External Review-(<i>insert company name</i>) e.g., EXPEDITED External Review-ABC Company	28 Pa. Code § 9.709(h)
Provider Contracts	Provider Contract-(<i>insert company name</i>) e.g., Provider Contract-ABC Company	28 Pa. Code § 9.722(a)
Amended Provider Contracts	Amended Provider Contract-(<i>insert company name</i>) e.g., Amended Provider Contract-ABC Company	28 Pa. Code § 9.722(b)
IDS Notification and Contract approval	IDS Notification-(<i>insert company name</i>) e.g., IDS Notification-ABC Company	28 Pa. Code §§ 9.723(b), 9.724(b) & (c), 9.725
CRE Application Note: The application should be uploaded to the Company's assigned SharePoint	CRE Certification-(<i>insert company name</i>) e.g., CRE Certification-ABC Company	28 Pa. Code § 9.743 (mail checks for certification fees to the BMC at the address below)
CRE Renewal Note: The renewal application should be uploaded to the Company's assigned SharePoint	CRE Renewal-(<i>insert company name</i>) e.g., CRE Renewal-ABC Company	28 Pa. Code § 9.748(b) (mail checks for recertification fees to BMC at the address below)
Credentialing plan	Credentialing Plan-(<i>insert company name</i>) e.g., Credentialing Plan-ABC Company	28 Pa. Code § 9.761(b)
PPO Credentialing	PPO Application-(<i>insert company name</i>) e.g., PPO Application-ABC Company	31 Pa. Code Ch. 152 (§§ 152.4 & 152.6)

PPO Annual reporting	PPO Annual Report (<i>insert year</i>) e.g., PPO Annual Report 2021	31 Pa. Code § 152.19
NCQA Documents	NCQA -(<i>insert company name</i>)-(<i>insert doc type</i>) e.g., NCQA-ABC Company-Final Corrective Action Report	

* Initial network adequacy filings and QHP network adequacy review filings are to be submitted as part of the applications with which they are associated.

Subject line by topic for Consumers

Topic	Subject Line language	Regulatory citation
Complaint/Grievance Classification by BMC	Complaints/Grievances Classification	28 Pa. Code § 9.702(c)(3)
Appeal of a complaint decision or additional information for an existing appeal	Appeal	28 Pa. Code § 9.704

Written Requests

If you would prefer to submit your request for help or additional information via mail, please be sure to include the topic of your request in your cover letter and use the address below.

Bureau of Managed Care
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