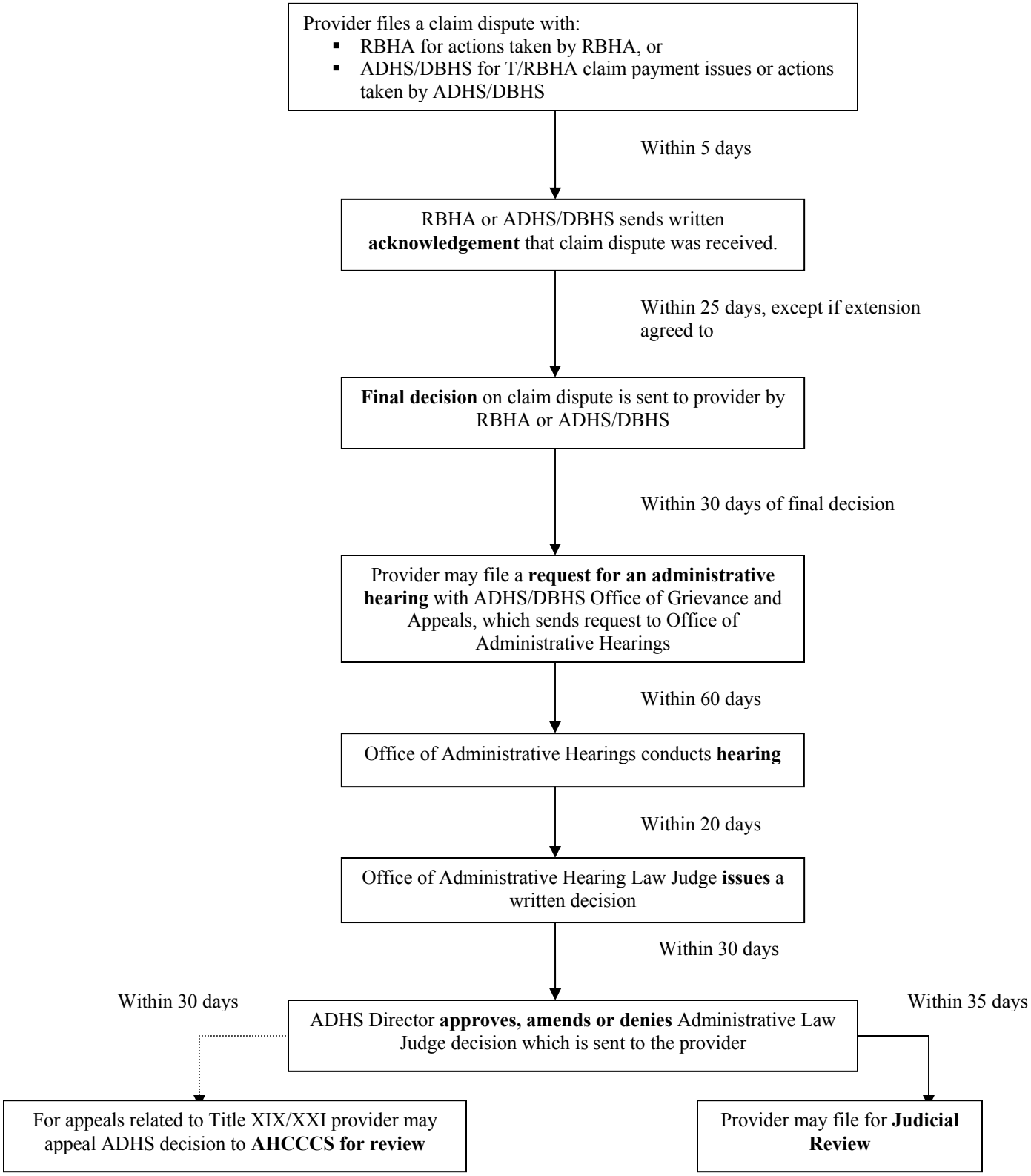PM ATTACHMENT 5.6.2: PROCESS FOR PROVIDER CLAIMS DISPUTES