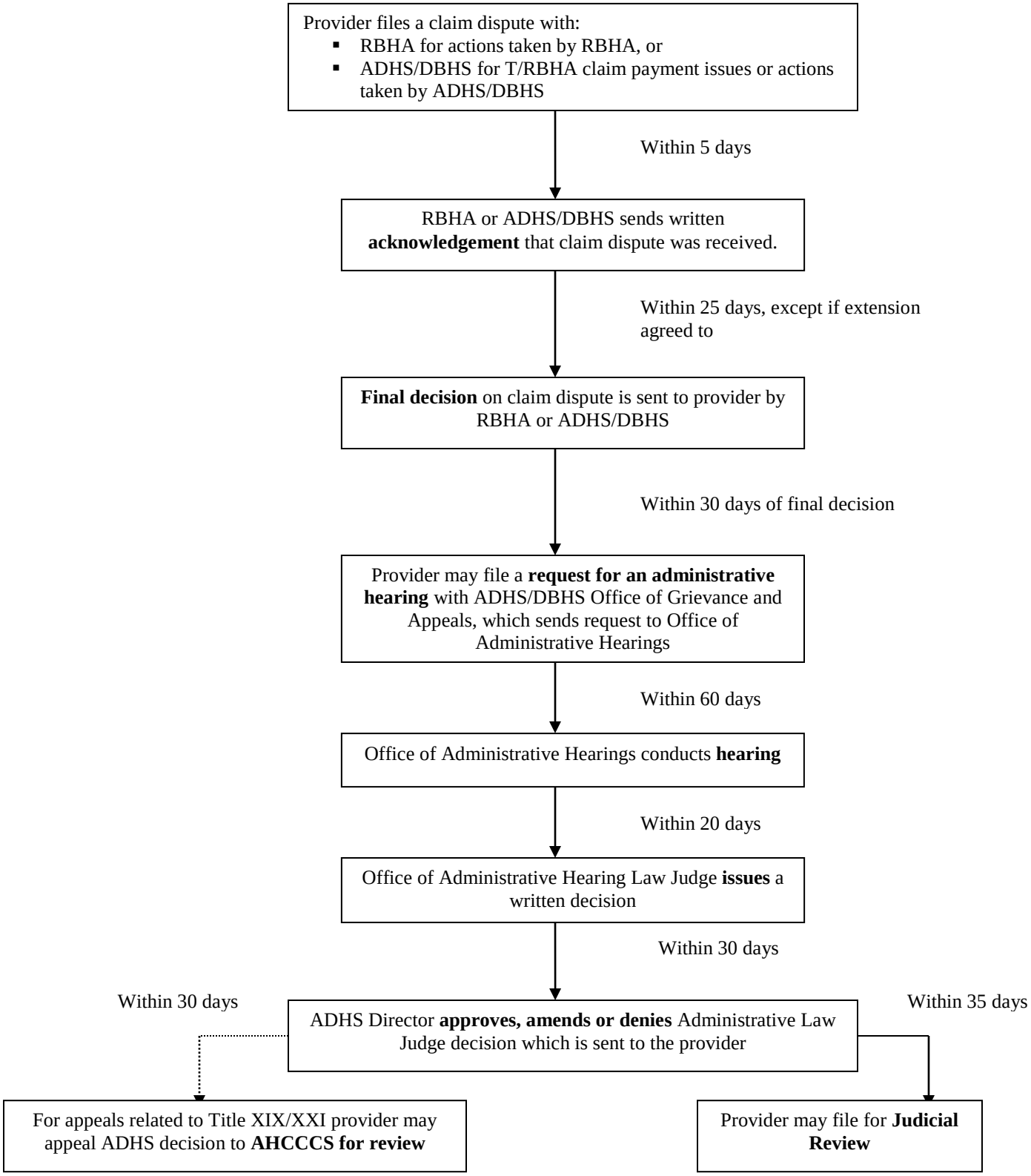POLICY ATTACHMENT 1805.2: PROCESS FOR PROVIDER CLAIMS DISPUTES