

Submitting a Claim Reconsideration

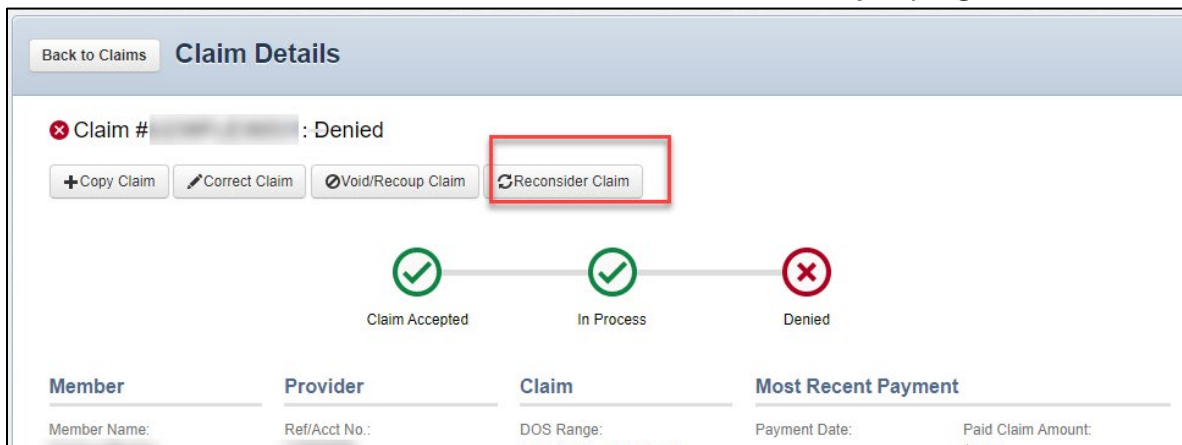
Provider Guide

Use the Secure Provider Portal to submit supporting documentation for a paid or denied claim.

Start the Reconsideration

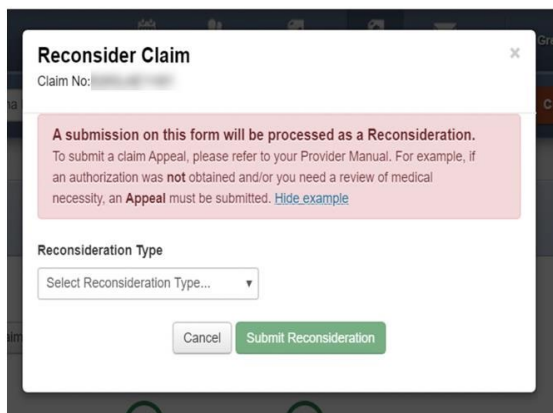
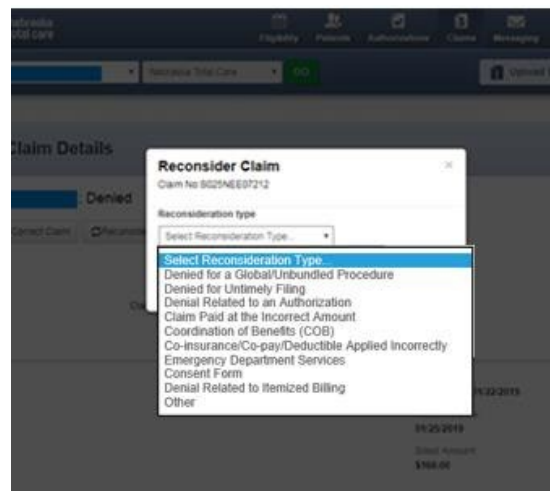
1. Select “Reconsider Claim”

From the Claim Details screen, click Reconsider Claim. The Reconsider Claim window opens. The button is unavailable when a web-initiated reconsideration is already in progress.



2. Choose Reconsideration Type

From the Reconsider Claim Type drop-down menu, select the type of reconsideration to submit. Options vary by plan type.

Add Information and Submit

3. Add Supporting Information.

Enter notes and/or upload documents as required. The form is dynamic, so required notes and documents depend on the reconsideration type selected.

The screenshot displays the 'Reconsider Claim' form within a web application. The form is titled 'Reconsider Claim' and shows 'Claim No: 8025NEE07212'. The 'Reconsideration type' is set to 'Denied for Untimely Filing'. The 'Notes' section has a 'Brief Explanation' field with placeholder text. The 'Upload Documents' section has a 'Choose Files' button and a note that 'Proof of Timely Filing attachment Required'. The 'Uploaded files' section shows a file named 'SampleAttachment.JPG'. The form is overlaid on a 'Claim Details' page, which shows a 'Denied' status and a table of 'Service Lines'.

Line	DOI	Proc	Di	Mod
1	01/22/2019	86213	862132 O 862112 O W210X XD	

Reconsider Claim form showing notes and document upload fields

4. Complete the Form

Click "Submit" to close the Reconsideration Claim form screen.

5. Send the Reconsideration

Click Submit Reconsideration. A success banner displays after submission.

Track the Request

6. Review Claims Tracker

The Claims Tracker updates to show that a reconsideration is in progress. The Reconsider Claim button is no longer available. Once processing begins, reconsidered claim details appear in the tracker.

Viewing Claims For: [] [GO] [Upload EDI] [Create Claim]

Claim Details

Claim # [] Reconsideration

[+ Copy Claim] [Correct Claim]

✓ Your Reconsideration request has been submitted Successfully.

Progress: Claim Accepted (✓) → In Process (✓) → Denied (✗) → Submitted (✓) → Outcome TBD (○)

RECONSIDERATION (Submitted to Outcome TBD)

Member

Member Name: []

Member ID: []

Member DOB: []

Provider

RefAcct No.: []

Servicing Provider: []

Servicing NPI: []

Claim

DOS Range: 01/22/2019 - 01/22/2019

Received Date: 01/25/2019

Billed Amount: \$160.00

Service Lines

Line	DOS	Proc	Dx	Modifiers	Place of Service	Charged	Payment Amount	Payment Date	Check No.	Status	Payment Codes
1	01/22/2019	99213	S82132 D: S82112 D: W010X XD		22	\$160.00	\$0.00	02/01/2019		VOID	L6

Claims Tracker showing successful submission and reconsideration status

Submission confirmation: Look for the success banner and the updated Claims Tracker