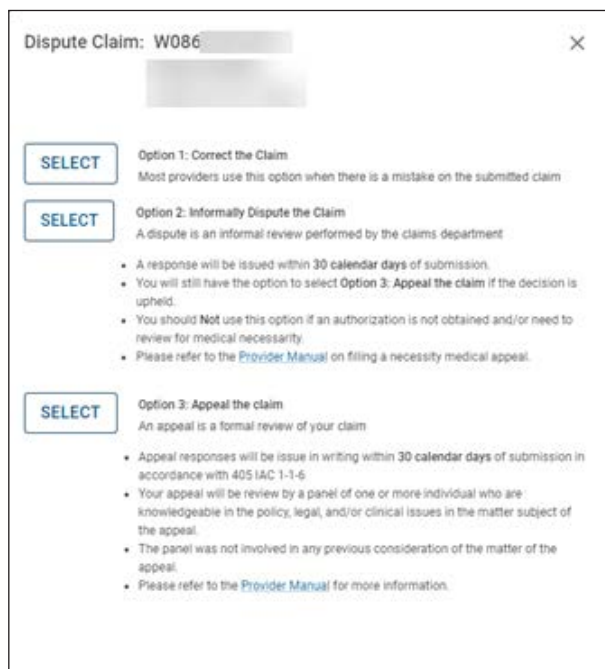


Dear Provider,

Effective 10/01/2023, providers can easily submit Medicaid claim appeals on the provider portal. Please see the following example to learn how!

How to submit a claim appeal in the Provider Portal:

- ▶ Locate the claim in question
- ▶ Select Dispute
- ▶ Appeal the Claim



Dispute Claim: W086

**SELECT** Option 1: Correct the Claim  
Most providers use this option when there is a mistake on the submitted claim

**SELECT** Option 2: Informally Dispute the Claim  
A dispute is an informal review performed by the claims department

- A response will be issued within 30 calendar days of submission.
- You will still have the option to select Option 3: Appeal the claim if the decision is upheld.
- You should **Not** use this option if an authorization is not obtained and/or need to review for medical necessity
- Please refer to the [Provider Manual](#) on filing a necessity medical appeal.

**SELECT** Option 3: Appeal the claim  
An appeal is a formal review of your claim

- Appeal responses will be issue in writing within 30 calendar days of submission in accordance with 405 IAC 1-1-6
- Your appeal will be review by a panel of one or more individual who are knowledgeable in the policy, legal, and/or clinical issues in the matter subject of the appeal.
- The panel was not involved in any previous consideration of the matter of the appeal.
- Please refer to the [Provider Manual](#) for more information.

## Appropriate Dispute Categories

### Appeal

- ▶ Denial Related to an Authorization
- ▶ Other- If Needed

### Reconsideration

- ▶ Denied for a Global/Unbundled Procedure
- ▶ Denied for Untimely Filing
- ▶ Claim Paid at Incorrect Amount
- ▶ Coordination of Benefits (COB)
- ▶ Co-Insurance/Co-Pay Applied Incorrectly
- ▶ Emergency Department Services
- ▶ Consent Form
- ▶ Denial Related to Itemized Billing
- ▶ Audit- Medical Records Requested

For appeal guidelines, timely filing and other general appeal information, please refer to the Meridian Medicaid Provider Manual location on the Meridian website: [bit.ly/mimedicaidprovidermanual](https://bit.ly/mimedicaidprovidermanual)

Providers may also choose to submit their claim appeals by mail; however, please make sure you are utilizing our appeal cover sheet that can be found on the Meridian website. [bit.ly/miappealform](https://bit.ly/miappealform)

Any appeals that are submitted by mail without the cover sheet will NOT be reviewed.

Thank you for your continued partnership.

Sincerely,

Meridian