

# Provider Office Manual

## ***Provider Correspondence Claim Reconsideration Requests***

We realize at times you may not agree with Claim Management Services, Inc.'s (CMSi) processing of a claim or medical management determination. Please follow these guidelines to submit a claim correspondence reconsideration request.

### **General Requests**

These guidelines are for requests that are not related to medical determinations submitted by network providers. These requests concern, but are not limited to, claims coding issues, administrative/payment issues and/or provider contracting issues.

### **Your Request for Reconsideration**

We should receive your request within the timely filing limit specified in your Network Agreement.

It is strongly recommended that you attach a Provider Correspondence Claim Reconsideration Request Form to your request. The form was developed to assist you in providing all the information we need to expedite the routing and processing of your request. A copy of the form can be found on our website or by clicking on the following link:

### **[Claim Reconsideration Request Form](#)**

Many of your requests will require supporting documentation. Here is a listing of some of the more common requests and the documentation needed.

- Untimely filing denials – Attach valid proof such as an EDI acceptance report from CMSi, computer generated activity report or print screen, EOB or statement or letter from another insurance carrier which proves claims were filed timely.
- Coordination of benefits denials – Attach the primary carrier's explanation of benefits.
- Corrected claim – Attach a corrected claim form.
- Claim denied for no pre-certification or referral – Attach documentation that supports that the pre-certification referral was obtained prior to the service or procedure being rendered.
- Procedure code bundling and/or procedure modifiers – Attach supporting documentation such as medical records, operative report, progress notes and/or detailed CPT coding information.
- Claim processed but contracted rate was not applied correctly – Explanation rather than supporting documentation required.