

Appeals: 04/02/07

Are you confused as to how and when to submit a request for an appeal?

Do you know the time frame for filing a request for a Redetermination? Reconsideration? Administrative Law Judge Hearing?

Do you know which form you can use when you request a Redetermination? Reopening? Reconsideration?

We have new information for you on the WPS Medicare Website. Helpful Appeals information is just a click away. Simply click on the word "Appeals" on the left side of the Provider Page. The address is <http://www.wpsmedicare.com/provider/appeals.shtml>

The Appeals Page is divided into 2 Sections:

FORMS and HELPFUL HINTS

In the **HELPFUL HINTS** Section, you will find the following helpful information:

- How to Appeal a Claim Determination
- Overview of the Appeals Process
 - ❖ For claim determination dated January 1, 2006 and after, redetermination requests must be:
 - In writing and
 - Only a written redetermination will be rendered
 - ❖ 5 Levels of Appeal are listed in the chart
 - Level/types
 - Time limit
 - Amount in Controversy (AIC)
 - ❖ Who may submit a redetermination request
 - Providers
 - Suppliers
 - Beneficiary
 - ❖ How to submit a Redetermination request
 - Providers must submit their request within 120 days from receipt of the MRN
 - Beneficiaries have 120 days from receipt of the MSN to submit their request
 - ❖ Unprocessable Denials
 - Claim was originally denied for lack of information
 - New claim must be submitted with additional information
 - ❖ Written Redetermination
 - Where to send the request
 - Use of the CMS -20027 form
 - If not using the CMS-20027 form, what information is needed on your request
 - ❖ Development of requests for Provider/supplier-initiated Redeterminations
 - Providers should submit any documentation needed to process the redetermination within the prescribed time period
 - ❖ Redeterminations & MSN & PRN

- Each Notice specifies the date by which an appellant must file/submit a redetermination of a denied claim to the Contractor.
- ❖ Reconsiderations
 - For redeterminations received on or after January 1, 2006, unfavorable decision
 - Next level of appeal is a reconsideration
 - MUST be filed within 180 days of the date of receipt of the Redetermination notice
 - Request MUST be filed on CMS Form 20033
 - Send request to First Coast Service Options, Inc, the QIC who will render those decisions
 - See Address

How to Request a Reopening

Established a process whereby providers, physicians, suppliers could correct minor clerical error or omissions outside of the appeals process.

- ❖ Listing of clerical errors
- ❖ Types of issues that CAN be performed as clerical errors or minor omission reopenings, not all-inclusive
- ❖ Types of issues that CANNOT be performed as clerical errors or minor omission reopenings, not all-inclusive
- ❖ Time and Money Limits in the Reopening Process
 - Telephone Reopening
 - Written Reopening
- ❖ How to Submit a Reopening Request
 - Reopening instructions come from CMS
 - Written Reopening
 - Where to send the request
 - Refer to Reopening Request Form- found in the Forms Section

FACT SHEET: Which Form Should I Use?

- ❖ Redetermination Request Form CMS 20027
- ❖ Reopening Request Form

HEARING REQUESTS

- ❖ Reconsideration (Second Level of Appeal)
 - Upon receipt of Redetermination on or after January 1, 2006, if dissatisfied, next level is a Reconsideration
 - No Minimum dollar amount required
 - Must be filed within 180 days of receipt date of the Redetermination
 - MUST use form CMS-20033
 - Send the request to the QIC that will render the decision
 - First Coast Service Options, Inc, effective November 15, 2006
- ❖ Administrative Law Judge (ALJ)
 - May appeal the OIC reconsideration to an ALJ
 - Amount in controversy
 - Must be \$110.00 for initial claim determinations dated on or after January 1,2006
 - Must be \$100.00 for initial claim determinations dated prior to January 1, 2006

- Must be requested within 60 days after receipt of reconsideration notice.
- Send the request to the address in the Reconsideration notice

FORMS

- ❖ Redetermination Request Form (CMS 20027)
- ❖ Voluntary Refund Request Form
- ❖ Reopening Request Form
- ❖ Reconsideration Form