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## Appeals

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/part\\_b/business/appeals.shtml](http://www.wpsmedicare.com/part_b/business/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)



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- 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