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# Member Appeals Overview

## HMO, POS and PPO Members

An appeal may be filed whenever Harvard Pilgrim denies coverage of a service to a member<sup>1</sup>.

- Members may appeal either the denial of a health service prospectively or the denial of payment for a health service that a member has received.
- Physicians may obtain a copy of our member appeals process through Harvard Pilgrim's Provider Relations Department.

### Physician's Responsibility

Due to the limited time frame in which appeals must be conducted, Harvard Pilgrim expects physicians to comply with requests for medical information in a timely manner.

### Expedited Member Appeals

Physicians may request expedited appeals when they certify that the standard process would seriously jeopardize the life of the member or his/her ability to regain maximum function. Circumstances under which members may obtain expedited appeals are:

- hospital discharge (terminated or reduced coverage for continued stay)
- services or durable medical equipment required to prevent serious harm
- members with a terminal illness

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## PUBLICATION HISTORY

01/01/12 removed First Seniority Freedom member appeal text

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<sup>1</sup>Behavioral health service claim appeals are addressed through United Behavioral Health. Contact United at 888-777-4742 for information.