

Notification or Prior-Authorization Denial Appeals

Description

An appeal request for a claim whose reason for denial was failure to notify or pre-authorize services.

Examples:

- A claim denial because no notification or authorization is on file.
- A claim denied for exceeding authorized limits.

Policy

Standard Appeal Filing Limit

Pre-certification/Notification or Prior-Authorization Denial appeals must be received no later than 180 days from the original Explanation of Payment (EOP) date.

- Any appeal received after the applicable appeal filing limit will not be considered and cannot be appealed.
- Members cannot be held liable for claims denied for exceeding the appeal filing limit.

Appeal Requirements and Required Documentation

- All provider appeals must be submitted with a completed Request for Claim Review Form.
 - Claims submitted without a Request for Claim Review Form will be treated as a first submission, which may result in a denial.
- Copy of the original supporting EOP
- One of the following:
 - *HPHConnect* claim detail screen
 - NEHEN Claim Status Response claim detail screen
- Supporting Documentation (see "Supporting Documentation" below)

Supporting Documentation

When submitting a written administrative or clinical appeal, it is necessary to include all supporting documentation specific to the denied claim. Appeal submissions must include the most appropriate supporting documentation.

Examples of documentation must include copies of one or more of the following:

- Surgical/operative notes
- Office visit notes
- Medical
- Pathology notes
- Medical record entries
- Medical Invoices (e.g. DME or pharmaceuticals)

Letter or explanation describing the issue (letters of explanation will not be considered without medical record documentation)

Medical Record Documentation and Physician Queries

Harvard Pilgrim will not accept retrospectively amended medical records or physician queries beyond 30 days from the service date.

Harvard Pilgrim considers medical record documentation and/or physician queries upon review as the official record to support services provided for the basis of coverage or reimbursement determination.

Clinical documentation or physician queries amended over 30 days from the service will not be accepted to defend reimbursement, increase reimbursement, or consideration of a previously denied claim.

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Appeal Response

- If the appeal is received within the 180-day filing limit, Harvard Pilgrim will review the appeal; if your request for an appeal is beyond the 180-day filing limit from the date of Harvard Pilgrim's EOP original denial or payment date, it will not be considered.
- A determination is made within 30 days following receipt of an appeal that is accompanied by the appropriate documentation.

After the appeal has been reviewed, Harvard Pilgrim will send a resolution letter.

- If the decision is upheld, the letter outlines the reason(s) for upholding the original decision.
- If the denial is reversed, the letter explains that the claim will be adjusted in accordance with payment policy, member agreement, and hospital contract.

Second Level Appeal

A second appeal may be submitted in instances where Harvard Pilgrim upholds the original claim denial or reimbursement decision and the provider has additional information to substantiate a second review.

Receipt Date

Second level appeals must be received within 90 days of the date on the original appeal resolution letter you received from Harvard Pilgrim that explained the reason for upholding the original denial or reimbursement decision.

Required and Supporting Documentation

- A completed Request for Claim Review Form.
- Supporting documentation for the denied claim that specifically substantiates your reason for a second level appeal.

Second Level Appeal Response

- If your request for a second appeal is beyond the 90-day filing limit from the date of Harvard Pilgrim's appeal decision, it will not be reconsidered.
- If the second appeal is received within the 90-day filing limit, Harvard Pilgrim will review the appeal.
 - A determination is made within 30 days following receipt of a second level appeal that is accompanied by the appropriate documentation.
- If the appeal decision is upheld, the letter outlines the reason(s) for upholding the original decision.
- If the appeal decision is reversed, the letter explains that the claim will be adjusted in accordance with payment policy, member agreement and hospital contract.

General Billing Tips

- Prior to claim submission, for the specific situations listed below, you may call 800-708-4414, or fax to 800-232-0816 (and marked "Attn: Supervisor") to notify within 14 days of discharge.
 - Maternity Admission/No Delivery—If a claim is denied for failure to notify when a patient was admitted for a normal delivery/labor, but was discharged without delivering, you will be required to fax a copy of the discharge summary.
 - Incorrect Insurance Information—If a claim is denied for failure to notify because incorrect insurance information was given at the time of admission, you will be required to explain why the correct insurance information was not obtained and fax a copy of the provider log that indicated which carrier was contacted or a denied Explanation of Benefits (EOB) from another carrier or a copy of the face sheet with the other insurance carrier noted.
 - No Insurance Information—If a claim is denied for failure to notify because no insurance information was given at the time of admission due to extenuating circumstances or patient status (e.g., patient comatose, etc.), you will be required to fax a copy of the complete medical record, including the discharge summary and the face sheet.
- After a claim has been denied for failure to notify, the three types of notification non-compliance appeals listed above are accepted telephonically by calling (toll-free) 800-708-4414, or fax to 800-232-0816 (and marked "Attn: Supervisor").
- To submit appeals for Passport Connect (www.harvardpilgrim.org/providers), HPI (www.healthplansinc.com), or Student Resources (www.studentresources.com), please visit the respective web sites listed for details.

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Claims Appeals Address

Mail all provider claim appeals to:
Harvard Pilgrim Health Care
P.O. Box 699183
Quincy, MA 02269-9183

Related Policies and Resources

- Appeals Overview
- Filing Limit Provider Appeals
- Request for Claim Review Form and Quick Reference Guide

PUBLICATION HISTORY

09/15/10	reviewed policy; organized information for clarity
09/15/16	reviewed policy; updated second level appeals filing limit submission time to 90 days; administrative edits for clarity