

# Provider Appeals Overview

## Provider Appeals

If a provider disagrees with Harvard Pilgrim's decision regarding the denial or reimbursement of a claim, the provider has the option to file an appeal for reconsideration.<sup>1, 2</sup>

Harvard Pilgrim recognizes the following types of provider appeals:

- Filing limit
- Referral denial
- Duplicate claim
- Notification or prior-authorization denials
- Contract rate, payment policy, or clinical policy
- Request for additional information
- Retraction of payment

Please view each policy within the appeals section of this *Provider Manual* for the following information by claim type:

- Description
- Policy
  - Appeal filing limit
  - Appeal requirements and required documentation
  - Supporting documentation, if applicable
- Appeal response
- Second level appeal/ re-appeal
  - Appeal filing limit
  - Required and supporting documentation requirements
- General billing tips, if applicable
- Claims appeal address
- Related policies

## 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

- Contract Rate, Payment Policy, or Clinical Policy Appeals
- Duplicate Denial Appeals
- Filing Limit Appeals
- Notification or Prior-Authorization Denial Appeals
- Provider Appeal Form and Quick Reference Guide
- Referral Denial Appeals
- Replacement Claim Billing (UB-04 and CMS-1500)
- Request for Additional Information

## PUBLICATION HISTORY

09/15/10	reviewed policy; organized information for clarity
01/01/12	removed First Seniority Freedom reference from footnote
09/15/16	reviewed; removed corrected claim denial appeals references; added replacement claim billing to related policies

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

<sup>2</sup>To submit appeals for Passport Connect ([www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers)), HPI ([www.healthplansinc.com](http://www.healthplansinc.com)), or Student Resources ([www.studentresources.com](http://www.studentresources.com)), please visit the respective web sites listed for details.