



August 19, 2016

Announcement 1207

Reminders Regarding Reconsiderations for Inpatient Medical Surgical and Inpatient Behavioral Health Services

When providers submit a reconsideration request for Inpatient Medical Surgical or Inpatient Behavioral Health services, the current process requires that the documentation indicate it is a reconsideration request. This is not a new process. If the documentation submitted for review does not state it is a reconsideration request, it will be rejected as a duplicate request.

- If requesting a reconsideration of the same level of care, the request currently cannot be made through the Provider Web Portal. The request must be faxed to (866) 480-9903. The request will not be considered if it is made through the Provider Web Portal. The Provider Web Portal will be updated to allow providers to upload a reconsideration form in the Portal instead of faxing the request. Future web announcements will notify providers when this online function is available for reconsideration requests for the same level of care.
- If requesting reconsideration for a lower level of care, the request can be made through the Provider Web Portal.

The reconsideration request can only pertain to some, or all, of the days originally denied. Do not add on additional days to be considered at the lower level of care. These additional days will be rejected due to not being part of the original denial and thus not applicable to a reconsideration. Please request additional days at the lower level of care separately.

Please refer to the [Billing Manual](#) Chapter 4 for required documentation to include with reconsideration requests.