

Revenue Cycle Management - Process Resource Center

Procedure: 4.3 Appeal

Commercial

COMMERCIAL APPEALS

1. Prep provider/member appeal letter (template available)
2. Get copy of the EOB
3. Get copy of the AOB & DAR
4. Get copy of any denial letters
5. Print HCFA
6. Get copy of office visit note/op report
7. Get copy of any previous reports (i.e. any testing) relevant to the procedure performed
8. Merge all documents into PDF & mail/fax
9. Scan copy of appeal into eBridge
10. If provider has a retainer with Aaron Mitchell:
 - a. Scan appeal into sharefile without his approval IF less than \$10K
 - i. IF over \$10K, email copy of member appeal to Aaron for him to review before submitting to insurance
 - b. Upload copy of demos/copy of Ins card into Sharefile
 - c. Go on AM Spreadsheet and add details of appealed claim
11. Go to Workflow and enter notes/follow up date