Provider Portal Enhancements

Claim Reconsiderations and Denial Explanations

6/17/2020
Denial Reason Explanations

- New denial reason table has been added to show descriptions of denial codes.
Submitting Reconsiderations

- Within the claims tab, navigate to the claim details page of a paid or denied claim.
- The reconsider claim button will be visible unless a web-initiated reconsideration is already in progress.
Submitting Reconsiderations Notice Enhancement

• Select *reconsider claim* to open reconsider claim pop-up window with a *reconsideration type* dropdown.
Submitting Reconsiderations
Selecting Reconsideration Type

From the dropdown, select a reconsideration type.

Examples:
- “Denied for Global/ Unbundled Procedure”
- “Denied for Untimely Filing”
- “Other”

Note: The Claims Tracker is only for reconsiderations. Providers are not to use this for appeals.
Submitting Reconsiderations
Entering Information

- The window then provides the ability to add notes and upload documents.
  - This form is dynamic; depending on the dropdown item selected, notes and/or documents may be required.
Email Updates

- Providers may opt in or out of email updates using the email updates checkbox.
- Email updates are triggered when reconsideration letters are posted.
- A provider’s email address populates from portal. It is not editable on the form.
- Emails will only generate for submitted cases.
- Select submit after populating all required fields.
Submitting Reconsiderations

Updated Tracker

- Upon submission, a success banner will be displayed.
- The tracker graphic will be updated to reflect that a reconsideration is in progress.
- The reconsider claim button will no longer be available.
Reconsideration Details
Upcoming Functionality

- The reconsideration details table has one entry per reconsideration.
  - Entries include: Created Date, Type, Current Status, Reference Number
Additional Attachments

- Select the paperclip icon (_attach) in the reconsideration details table to view and add additional references and/or attachment(s) to ongoing reconsideration cases.
Additional Attachments

View Files

- Files will appear with original file name and appended date.
  - Special characters will be removed from file name.
- Files can be downloaded and opened by clicking on the document name.
Additional Attachments
Upload Files

- Selected documents will display next to the **choose files** button.
- Each submission is limited to five files.
- There is no limit on the number of successive submissions.
Additional Attachments
Success Banner

• Upon upload of files, a success banner is displayed.
Additional Attachments

View Files

• To view files, navigate back to pop-up by clicking the paperclip icon (🔗).

• Files can be downloaded and opened by clicking on the document name.
Reconsideration Letters

• Select the reconsideration letter icon (✎) to view letters associated to a reconsideration case.
  – This includes acknowledgement and outcome letters.
  – The frequency of letters is dependent on CenPAS operations.
Reconsideration Case Letters

- Files can be downloaded and opened by clicking on the document name.
Updates
Claims Details Page Design

- New fields in the most recent payment section include:
  - Payment Date
  - Check Number
  - Check Dated
  - Total Check Amount
Questions?