

Reconsideration > Appeal > State fair hearing

Reconsideration

Why should a provider submit a reconsideration?

- When a claim underpays or denies inappropriately
- It is no longer a requirement to request a reconsideration prior to requesting an appeal

When does a reconsideration need to be submitted?

- 120 calendar days from remit (plus three calendar days for mailing)



How can a reconsideration be submitted?

- Call Provider Services at **1-800-454-3730**.
- Submit it through the Availity Portal.
- Mail it with the *Reimbursement Reconsideration Submission Form*.



Appeal

Why should a provider submit an appeal?

- When a claim underpays or denies inappropriately



When does an appeal need to be submitted?

- 60 calendar days (plus three calendar days for mailing) from the remit or reconsideration determination letter date

How can an appeal be submitted?

- Through the Availity Portal; the provider must include the note "Please bypass reconsideration and consider this appeal."
- Mail it with the *Claim Payment Appeal Submission Form*.

State fair hearing

Why should a provider submit a state fair hearing?

- When a claim underpays or denies inappropriately and the appeal determination letter was upheld

When does a state fair hearing need to be submitted?

- 120 calendar days from appeal determination letter date (plus three calendar days for mailing)
- An appeal must be denied prior to submitting a request for state fair hearing



How can a state fair hearing be submitted?

- By fax to: **785-296-4848**
- By mail to: Kansas Office of Administrative Hearings, 1020 S. Kansas Ave., Topeka, KS 66612-1327



An Anthem Company

Amerigroup Kansas, Inc. website resources

Claim payment appeals — Changes and Clarifications Provider Update (May 2017)

https://providers.amerigroup.com/Public%20Documents/KSKS_CAID_PU_ClaimPaymentAppealChange.pdf

Availity Portal Job Aid: Provider Guide — How to Submit Appeals on Availity

https://providers.amerigroup.com/ProviderDocuments/KSKS_CAID_HowtoSubmitAppealonAvaility.pdf

Reimbursement Reconsideration Submission Form

https://providers.amerigroup.com/ProviderDocuments/KSKS_CAID_ReimbursementReconsiderationForm.pdf

Claim Payment Appeal Submission Form

https://providers.amerigroup.com/ProviderDocuments/KSKS_ClaimPaymentAppealForm.pdf

Provider manual

https://providers.amerigroup.com/ProviderDocuments/KSKS_Prov_Manual.pdf

Additional provider support

Provider Services:

Live agents are available at 1-800-454-3730, Monday-Friday from 8 a.m.-5 p.m., Central time.

Provider Relations:

If you do not know who your Provider Relations representative is, please refer to our list of representatives online at: https://providers.amerigroup.com/ProviderDocuments/KSKS_ProviderReps.pdf.

Providers may also contact our Provider Relations hotline at 913-749-5955, ext. 50490, or email ks1provrel@amerigroup.com.