

Tips When Working Appeals

November 01, 2018

Simple things can help your appeal for a medical insurance claim.

Make Sure You Cite the Claim

You may get your appeal back if you don't make it clear which original claim you're referencing.

Bonus tip: While we're in the transition period to MBIs for Medicare, your MAC may accept either the MBI or HICN to identify the patient for appeals and related forms.

Your Support for Your Claim Must be Specific

Appealing claims takes time, and time is money, so you should give it your best effort from the get-go. Use the EOB to see exactly what the payer considers to be the problems, and address those specific areas.

For instance, if the payer needs additional diagnostic information, make sure you give the payer the information from the record that the payer requires. (Submit records that comply with the rules for coding and documentation.)

Your Argument Must be Convincing?

If you have to show that your coding is correct, look for supporting articles from publications like that hold the weight of authority.

An example of a possible source includes ICD-10-CM Official Guidelines for Coding and Reporting and instructions included in code sets. **Tip:** If you feel the decision contradicts the payer's rules, provide the specific wording in the policy that supports your coding.

Tips When Working Appeals

Cont'd

Have You Kept a Solid Record of Contact?

While you're working the appeal, make sure you document each time you have contact with the payer. Include details like the names of the people you communicate with, dates, and summaries of conversations. That way you'll have complete information to work with and can refer back to the record if you need to provide proof related to the process.

Meeting the Timelines Required

Know your payer's deadline requirements, and follow them. Getting an early start allows you time to do the research and take care of any unexpected happenings. You're also less likely to forget something if you're not rushing to get the information in at the last second.

Did You Send It to the Correct Address?

If you're mailing or emailing, verify the correct address for your particular type of correspondence. If you send the message to the wrong place, the message may not get forwarded to where you want it to go.