Provider Appeals Overview

Information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport Connect℠. For UnitedHealthcare's related policies/procedures, please go to www.uhcprovider.com/.

Provider Appeals

If a provider disagrees with Harvard Pilgrim's decision regarding the denial or reimbursement of a claim, the provider has the option to file an appeal for reconsideration.[1]

Harvard Pilgrim recognizes the following types of provider appeals:

- Filing limit
- Referral denial
- Duplicate claim
- Notification or prior-authorization denials
- Contract rate, payment policy, or clinical policy
- Request for additional information
- Retraction of payment

Please view each policy within the appeals section of this *Provider Manual* for the following information by claim type:

- Description
- Policy
  - Appeal filing limit
  - Appeal requirements and required documentation
  - Supporting documentation, if applicable
- Appeal response

Claims Appeals Address

Mail all provider claim appeals to: Harvard Pilgrim Health Care, P.O. Box 699183, Quincy, MA 02269-9183

Related Policies and Resources

- Contract Rate, Payment Policy, or Clinical Policy Appeals
- Duplicate Denial Appeals
- Filing Limit Appeals
- Notification or Prior-Authorization Denial Appeals
- Claim Review Form and Quick Reference Guide
- Referral Denial Appeals
- Replacement Claim Billing (UB-04 and CMS-1500)
- Request for Additional Information

PUBLICATION HISTORY

09/15/10	reviewed policy; organized information for clarity
01/01/12	removed First Seniority Freedom reference from footnote
09/15/16	reviewed; removed corrected claim denial appeals references; added replacement claim billing to related policies
01/01/23	reviewed; no changes
09/01/23	updated for behavioral health insourcing effective for claim dates of service on or after 11/01/23
08/15/24	updated web address for UnitedHealthcare and removed phone number
07/30/25	updated links
08/01/25	updated links

[1] To submit appeals for Passport Connect (www.uhcprovider.com), HPI (www.healthplansinc.com), or Student Resources (www.uhcsr.com), please visit the respective websites listed for details.