

# Provider Appeals Overview

Information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport Connect<sup>SM</sup>. For UnitedHealthcare's related policies/procedures, please go to [www.uhcprovider.com/](http://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.<sup>1</sup>

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](#)
- [Provider Appeal 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

<sup>1</sup> To submit appeals for Passport Connect ([www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers)), HPI ([www.healthplansinc.com](http://www.healthplansinc.com)), or Student Resources ([www.studentresources.com](http://www.studentresources.com)), please visit the respective web sites listed for details.