Completing the Electronic Claim Reconsideration Request Form

CLAIMS

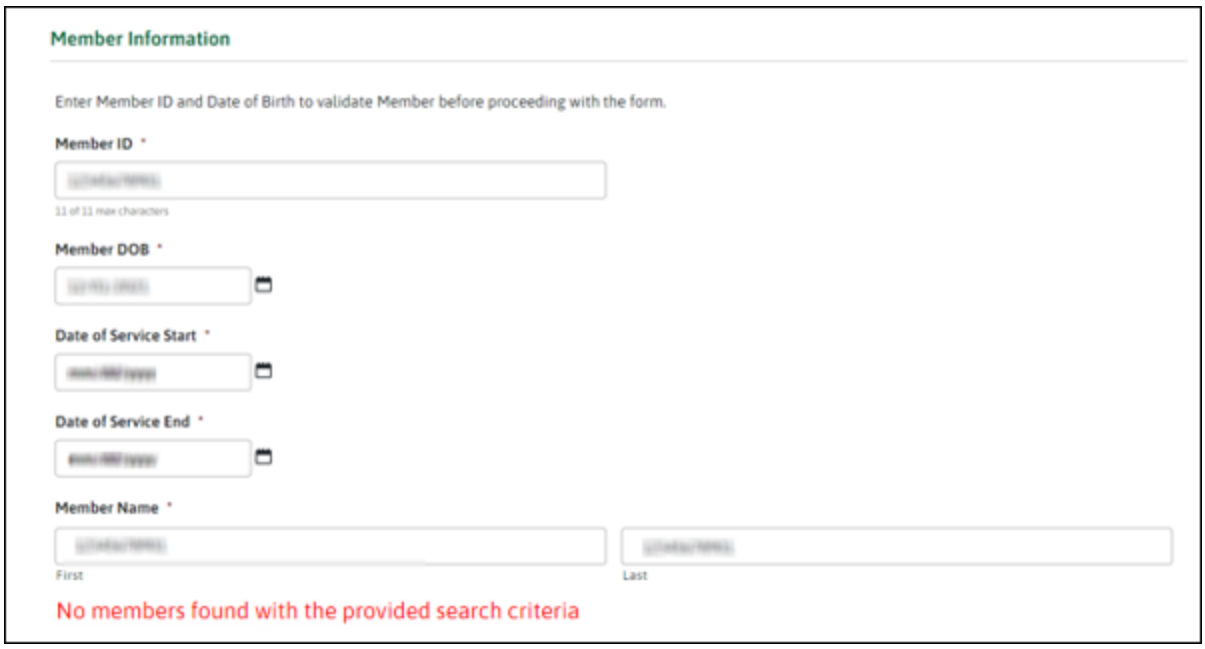
COMPLETING THE ELECTRONIC CLAIM RECONSIDERATION REQUEST FORM

910 Douglas Pike
Smithfield, R.I. 02917
1-800-459-6019 (Main)

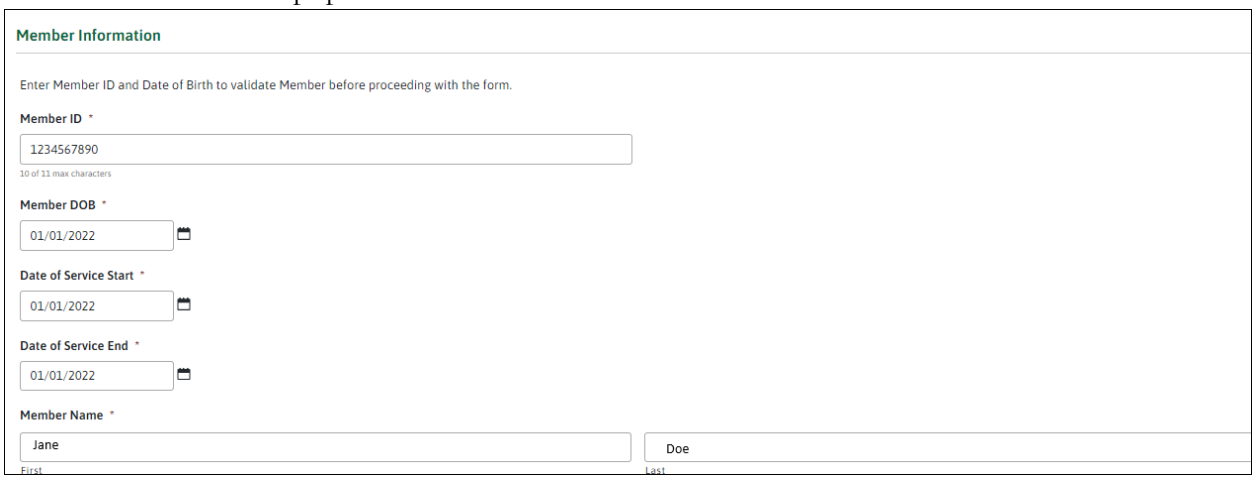
1. To request a reconsideration review of a previously denied claim, BOTH of the following items are required for each individual claim. Please have them ready for upload before starting the form.
   a) Applicable Remittance Advice for the claim
   b) Medical notes

2. All fields marked with an * are required and must be completed to successfully submit the form.

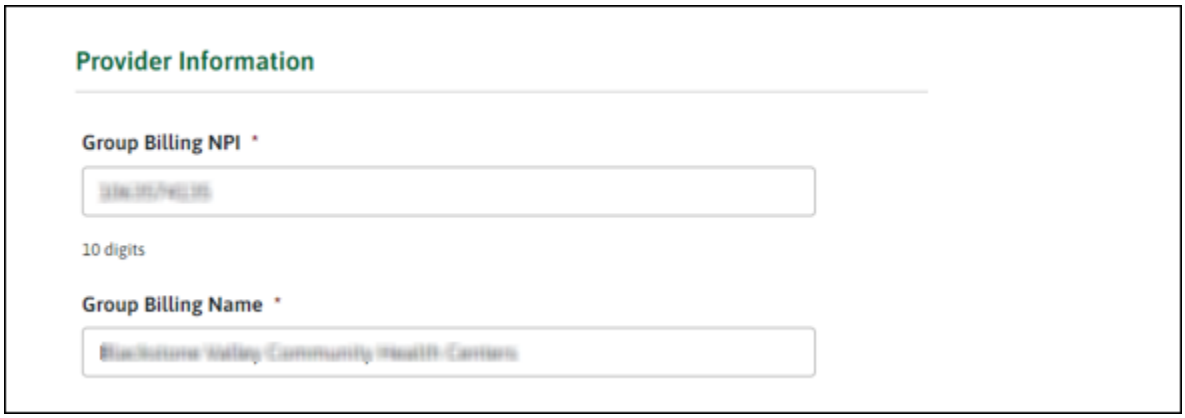
3. Enter the Member ID and Date of Birth to validate member eligibility. If an incorrect Member ID and/or Date of Birth is entered, left blank, or if the Member ID is not in effect on the Date of Service Start, an error message "No members found with the provided criteria" will appear. Incorrect or missing data in these fields must be revised in order to continue with the form submission.



4. When a valid Member ID, Date of Birth and Date of Service are entered, the Member's first and last names will be auto-populated.

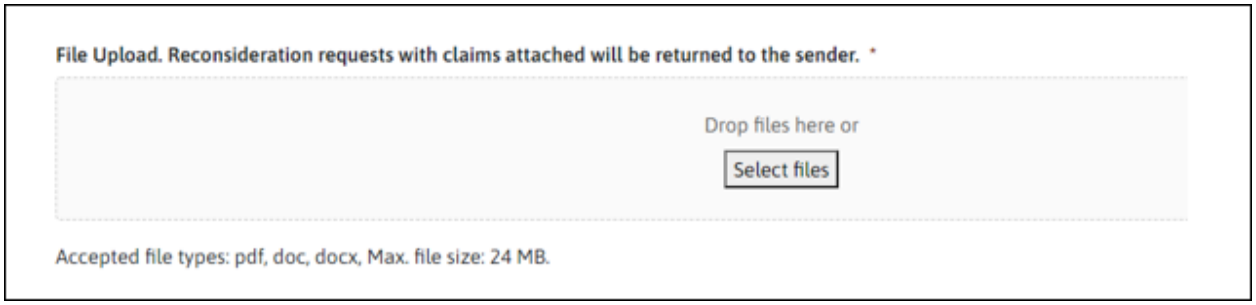


5. Similarly, entering a valid Group Billing NPI number will auto-populate the Group Billing Name.

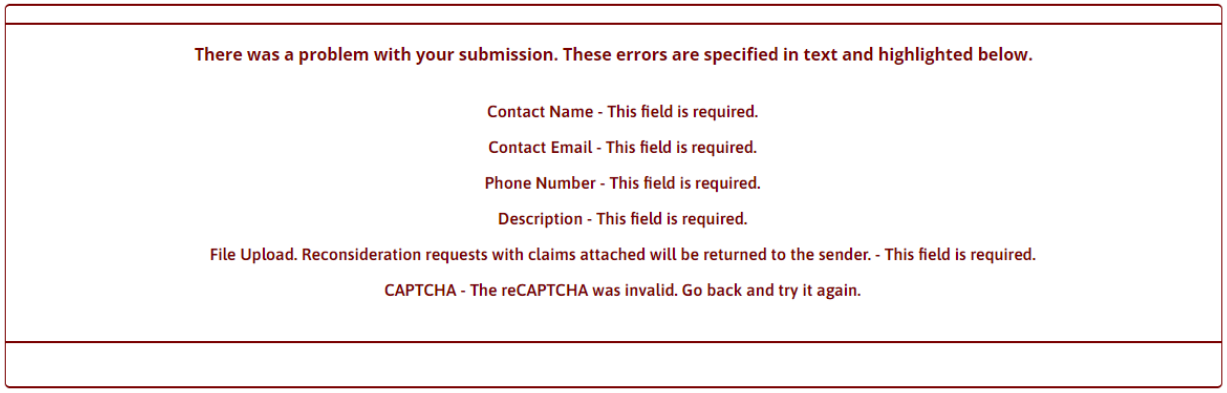


6. Provide complete and accurate contact information to prevent missed or delayed communications.

7. Upload the applicable Remittance Advice and medical notes in the section indicated. Only PDF or Word documents (files with a pdf, doc, or, docx extension) are supported. The maximum file size that can be uploaded per form is 24MB.

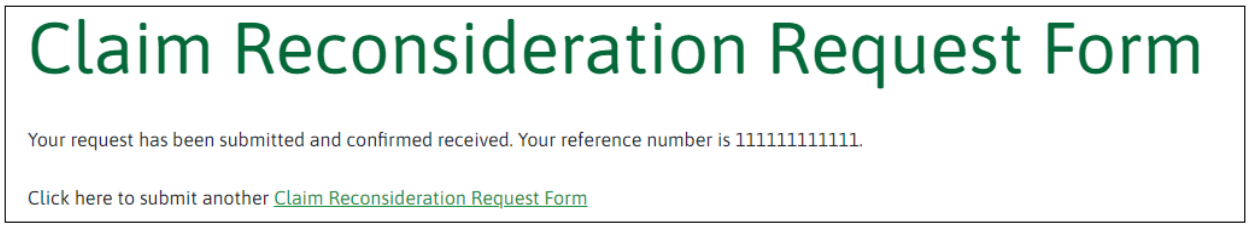


8. After filling out the form, click "Review." If there are any errors, they will be identified at the top of the page as well as next to each affected field. Correct the errors and click "Review" again.



9. On the Review page, ensure that everything is accurate, then click "Submit."

10. Once the form is submitted, a confirmation message and a reference number appear at the top of the screen.



11. A confirmation email is also sent to the email address provided on the request form.