



PROVIDER QUICK TIPS

#95

Clarification on the Change in Protocol for Certain Provider Appeals

Effective July 1, 2010, Medical Assistance Bulletin 99-10-08 “Change of Protocol for Certain Provider Appeals” was implemented which advised fee-for-service delivery providers of a new mailing address to send their appeals. The bulletin can be accessed at the following link:

<http://dhs.pa.gov/publications/bulletinsearch/index.htm>

This change does not impact the current claim or authorization denial appeal or the 180-Day Exception request processes. What has changed is the mailing address to send your request for a hearing with the Bureau of Hearings and Appeals.

A new vendor began handling the hearing and appeal process through the Bureau of Hearings and Appeals. Your mailing to this new address listed below is **only to submit a formal appeal to request a hearing**. Requests for review of a claim or authorization denial should **not** be sent to this new address. Those types of requests should be sent through the current established processes and should not be sent to the Bureau of Hearings and Appeals.

Again, to request a hearing (provider appeal), requests should be sent to the following new address:

Bureau of Hearings and Appeals
2330 Vartan Way, 2nd floor
Harrisburg, PA 17110

Providers enrolled in Managed Care Organizations (MCOs) should contact their individual MCO for guidance relating to appeal requests.

**Thank you for your service to our Medical Assistance recipients.
We value your participation.**

Check the Department of Human Services' Web site often at: www.dhs.pa.gov