



Electronic Appeals

900-5022-0617

Objectives

At the end of this presentation, you will be able to:

- Understand the benefits of using the Electronic Appeal tool
- Identify how to access the Electronic Appeal Forms
- Use new features of Electronic Clinical Appeals
- Understand timely filing limits and guidelines
- Understand responses to a Clinical Appeal
- Understand appeals on behalf of a member/AOR Form
- Understand the task list associated with an Electronic Appeal
- Monitor the status of electronically submitted appeals and find reference numbers.

Benefits of Submitting an Electronic Appeal

Allows you to accurately follow status updates of the appeals in your task list.

Printable (AOR) Appointment of Representation form link for member to sign; attachment tool allows direct return of a signed form that allows providers to electronically appeal denied claims on behalf of the member.

Benefits

Reduces duplicate appeal submissions, time spent on the phone, and reduces paper volume and mailing costs.

Automated appeal decision logic for medical necessity, coding/billing (payment), failure to obtain authorization, and denied claims.

Appeal Descriptions and Examples

Appeal Type	Example
Clinical: Utilization Management	Claim denied because authorization was not obtained, or a precertification penalty applies
Clinical: Adverse Determination	Claim denied for medical necessity or experimental/investigational reasons, or contract exclusions
Clinical: Coding and Payment Rule	Claim denied for procedure bundling, down-coding, application of a procedure code modifier, and/or other reassignment of a code by Florida Blue
Non-Clinical: Administrative	Claim processed with an incorrect allowance, coordination of benefits, contractual issue or timely filing

The navigation to PASSPORT recently changed. Select Payer Spaces drop down, then click on the Florida Blue tile.

The screenshot displays the Availity user interface. At the top, the navigation bar includes 'Availity', 'Home', 'Notifications 2', 'Help', 'Eric's Account', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims', 'Payments', 'My Providers', 'More', and 'Reporting'. On the right side of this bar, 'My Favorites' and 'Payer Spaces' are visible. The 'Payer Spaces' dropdown menu is open, showing a 'Florida BLUE' tile highlighted with a red box. Two red arrows point to this tile from the right. The main content area is divided into several sections: 'Notification Center' with items like 'Medical Attachments' and 'Past Due: We have not received your attested provider directory information'; 'My Top Applications' with tiles for 'Authorizations', 'Auth/Referral Inquiry', 'Authorizations & Referrals', and 'Referrals'; 'News and Announcements' with a 'NEW ALERT' regarding 'Commercial ACO, PCMH, CPCP & RPCP Providers'; 'Messaging' with a list of messages; 'My Account Dashboard' with a user profile for Eric Wade; and 'Enrollments Center' with a notice about moving enrollments. A blue banner at the bottom right asks 'Want to improve Provider Data Management?'.

Click on “Resources”

The screenshot shows the Florida Blue Availity website interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (2), Help, and a user profile icon with a Logout button. Below this is a secondary navigation bar with links for Patient Registration, Claims, Payments, My Providers, More, and Reporting, along with My Favorites and Payer Spaces. The main content area features a breadcrumb trail (Home > Florida Blue) and a Give Feedback button. The Florida Blue logo and website URL (www.floridablue.com) are also present. A large blue banner for the BlueLine Newsletter is visible, with an 'Open »' button. Below the banner, a navigation menu includes Applications, Resources (highlighted with a red box and a red arrow), and News and Announcements (8). A 'Sort by A-Z' dropdown is also present. The main content area displays six resource cards: Comprehensive Quality & Risk Health Assessment, Create a Provider Record with Florida Blue To Submit Claims, Enhanced Medication Therapy Management, Florida Blue Quality Efficiency Reporting Access, HEDIS Attestation, and Learn with Florida Blue.

Click on the Florida Blue PASSPORT link in the list. To save time, add it to your favorites by clicking on the Heart icon. When it turns red, you can quickly access PASSPORT from your “My Favorites” menu.

The screenshot shows the Florida Blue Availity website interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (2), Help, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims, Payments, My Providers, More, and Reporting. A 'My Favorites' menu is open, showing a list of favorite items: Referrals, Auth/Referral Inquiry, Authorizations, and Florida Blue PASSPORT Portal. The Florida Blue PASSPORT Portal is highlighted with a red box. Below the navigation bars, there is a banner for the BlueLine Newsletter. Underneath, there are tabs for Applications, Resources, and News and Announcements (8). A disclaimer states: "THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!". Below the disclaimer, there is a 'Filter by Category' section with checkboxes for Communication (2), Documents (3), Portal (7), Provider Resources (2), and Other (1). To the right of the filter is a list of resources, each with a heart icon and a date (03/17/2016). The resources listed are: Alignment Healthcare Portal, American Imaging Management (AIM), BlueLine Quarterly Provider Newsletter, Bluemail, Companion Documents, and Florida Blue PASSPORT Portal. The Florida Blue PASSPORT Portal is highlighted with a red box. Below the list, there is a 'Sort by' dropdown menu set to 'A-Z'.

Accessing the Electronic Appeal Form

Verify your organization in the drop down box, and click submit.

Florida Blue - PASSPORT Portal

Verify your Organization and click submit to launch the Florida Blue - PASSPORT Portal

* Organization:

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

Make sure the appropriate organization is selected from the drop down, then submit.

Note: If you have multiple organizations, it will be necessary to back out of PassPort and re-enter, then selecting the desired organization. If you are logged in under the incorrect organization, the claim you submit for appeal will receive a message indicating "Your sender ID does not match what is on the claim".

PASSPORT Web Portal

The Terms & Agreement page display. Click on “I Agree” to connect to the Electronic Appeals tool.

Florida Blue In the pursuit of healthSM

PASSPORTweb portal
Tuesday, June 21, 2016

Home

Authorization Required

PASSPORT Terms of Use

Disclaimer

Please be aware that you have now left the Availity[®] site and entered a site hosted and operated by Florida Blue called PASSPORT. PASSPORT is a Provider Additional Self Service Portal governed by the Florida Blue Internet Privacy Statement and Statement of Use.

Please be aware that when you travel to sites from the Florida Blue site to another site, whether through links Florida Blue provides or otherwise, you will be subject to the privacy policies (or lack thereof) of such other sites. Florida Blue cautions you to use good judgment and to determine the privacy policy of such sites before you provide any personal information.

This site may not have multi-lingual capability.

Terms & Agreement

You are about to view and/or perform various actions in the provider self-service tools in PASSPORT that is hosted and operated by Florida Blue. Please ensure that you are logged on with the appropriate user credentials to view and/or perform actions on this information.

By clicking on this agreement you are consenting that you have appropriate permissions and authority to view and/or perform actions under which you are currently logged on.

Click "I Agree" to continue with the transaction.

[I Agree](#) [Decline](#)

The Terms & Agreement page will display; click 'I Agree'

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Welcome to PASSPORT

Electronic Appeals

Enter the entire claim number for the appeal. Click “Request Appeal.”

Note: BlueCard® and the Federal Employee Program are excluded. Appeal requests must be submitted in writing.

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". To the right is the "PASSPORTweb portal" header. A "Logout" button is in the top right corner. Below the header is a navigation bar with "HOME", "TOOLS", "TASK LIST", and "NEWS". A breadcrumb trail shows "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtext "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" contains a form with a "Claim Number:" label, an input field, a green "Request Appeal" button, and a red "Reset" button. A red arrow points from a callout box labeled "Enter Claim Number" to the input field. The footer includes the Florida Blue logo, a copyright notice for 2016, and a disclaimer about Medicare Supplement insurance policies.

Automated logic streamlines electronic appeal decisions with real-time responses for claim denials related to medical necessity, coding & billing (payment), or failure to obtain authorization.

Next step is to place a check mark on the line item, then click Create Appeal.

Florida Blue **PASSPORTweb portal**
Thursday, July 07, 2016

Logout

HOME TOOLS TASK LIST NEWS

Home > Tools > Electronic Appeal

Electronic Appeal

Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number: Q10 **Create Appeal** Reset

Claim Results

Claim	Member ID	DOB	Flag CD	Provider						
<input checked="" type="checkbox"/>			F840							
From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Precert Penalty	
<input checked="" type="checkbox"/>	05/13/2016	05/13/2016	1.0	\$ 38.0	\$ 32.58	\$ 0.00	97140	MANUAL THERAPY TECHNIQUES (EG, MOBILIZATION/ MANIPULATION, MANUAL LYMPHATIC DRAINAGE, MANUAL TRACTION), 1 OR MORE REGIONS, EACH 15 MINUTES	N/A	N/A

An electronic appeal form link appears; click on the link to activate the appeal form questionnaire.

The screenshot displays the Florida Blue PASSPORT web portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". The main header features the "PASSPORT web portal" title and the date "Thursday, July 07, 2016". On the top right, the user name "Falkhor Drift" and a "Logout" button are visible. A navigation bar contains links for "HOME", "TOOLS", "TASK LIST", and "NEWS". Below this, a breadcrumb trail shows "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtext "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" includes a text input field for "Claim Number:" containing "Q1", a green "Request Appeal" button, and a red "Reset" button. Below the input field, the text "Please click the link to launch" is followed by a blue link labeled "Appeal Form", which is highlighted with a red rectangular box. The footer contains the Florida Blue logo and tagline on the left, and a copyright notice on the right: "© 2016 Florida Blue is a trade name of Blue Cross and Blue Shield of Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association."

Accept the terms to activate the electronic form. It's very important to answer all questions, and click Complete to submit. The questionnaire may open additional questions based on answers to the previous question so all factors are included in the final decision.

Appeal
Clinical | Failure to Obtain Authorization

952874-Failure to Obtain Authorization

* This Appeal Form was created based on applicable coverage and coding guidelines. I hereby acknowledge that medical decisions are solely the responsibility of the patient and physician. I hereby acknowledge that the information contained in this form is accurate and complete to the best of my knowledge and belief, (ii) the member's medical history is necessary to substantiate this information. I acknowledge that a determination based upon this Appeal Form is not necessarily a guarantee of payment and that payment remains subject to application of the provisions of the member's health benefit plan, including eligibility and plan benefits. Additionally, I further acknowledge and agree that Florida Blue may audit or review the underlying medical records at any time and that failure to comply with such request may be a basis for the denial of a claim associated with such services.

[- Select One -]

Was the member in a coma?

[- Select One -]

Was the member unable to communicate and therefore unable to provide healthcare information?

[- Select One -]

Was the member deceased?

[- Select One -]

Did the member provide incorrect healthcare information?

[- Select One -]

If there were Florida Blue technical problems that prevented timely request of authorization, select the specific issue from the list and upload a screen shot of the issue you experienced OR provide a Florida Blue reference number, date and person you spoke with.

[- Select One -]


Does subscriber have newly added dependents within 60 days of date of service?

[- Select One -]

[- X] Save Notes Complete Last Answer Cancel Full Screen Print



The claim line displays appeal form icons. In some cases a second appeal form may appear. Simply click on the icon to launch the next form.

Episode ID: 952874

Member Name :  Member ID : 88750080509 DOB : 08/09/2008
M.E.S. Address : 640 TRENTON, FL, USA, 326935770.
Gender : Male Age: 13
Preferred Phone # :
Product Type: HMO(HEALTH MAINT) Elig. Start Date: 01/01/2016 Elig. End Date: 12/31/9999
Group BLUECARE HSA COMPATIBLE Employer : PERRY-MCCALL CONSTRUCTION, INC Client : Commercial - Non-Dedicated Employer Group
Episode: Appeal Primary Diagnosis : C40.10 Procedure Details : 78267
Episode Status : Open-New Cert Number : 16070700023

Based on how previous questions were answered, a second form may display that must also be completed. To proceed, click the icon to launch the next form.

Appealed Service

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
989702	78267 (CPT)	5.0	5.0	0	05/26/2016	05/26/2016	Diagnostic XRay			Pending Appeal Form	 

Select "I acknowledge and agree," answer all questions, and then click Complete to submit and receive a real-time decision.

The screenshot shows a web browser window titled "952874-Appeals Helicobacter Pylori (H. Pylori) Testing". The main heading is "Appeals Helicobacter Pylori (H. Pylori) Testing". A red box highlights the "Complete" button in the top right corner of the form area. Red arrows point from a central point to the "Complete" button, the "Yes, I acknowledge and agree to the terms and conditions." dropdown, the "Completed by:" text box, the "Indicate member name:" text box (containing "Nich..."), the "Indicate requesting provider office primary contact and phone:" text box (containing "867-5309"), and the "Select test to be performed:" dropdown (containing "H. Pylori stool antigen").

* This Appeal Form was created based on applicable coverage and coding guidelines. It does not substitute for medical decisions, which are solely the responsibility of the patient and physician. I hereby certify that (i) this appeal was submitted by a physician/physician representative for this member, (ii) the information contained in and included with this appeal is accurate and complete to the best of my knowledge and belief, (iii) the member's medical records contain the information necessary to substantiate this information. I acknowledge that a determination based upon this Appeal Form is not necessarily a guarantee of payment and that payment remains subject to application of the provisions of the member's health benefit plan, including eligibility and plan benefits. Additionally, I further acknowledge and agree that Florida Blue may audit or review the underlying medical records at any time and that failure to comply with such request may be a basis for the denial of a claim associated with such services.

Yes, I acknowledge and agree to the terms and conditions.

Completed by:

Indicate member name.

Indicate requesting provider office primary contact and phone.

Select test to be performed. H. Pylori stool antigen

Endoscopy with biopsy

Is there documented upper gastrointestinal tract symptoms or pathology? -- Select One --

Select member age range. -- Select One --

Decision logic is part of the Electronic Appeal and Clinical forms. The appeal decision example below shows that a claim denial was overturned.

Note: Hover over the icon to see other features, status messages, and which appeal form is displayed.

Episode ID: 952874

Member Name : **Member ID :** 88750080509 **DOB :**

Gender : Male **Age :** 13 **Address :** TRENTON,

Preferred Phone # : **Product Type :** HMO(HEALTH MAINT) **Elig. Start Date :** 01/01/2016 **Elig. End Date :** 12/31/9999

Group : BLUECARE HSA COMPATIBLE **Employer :** PERRY-MCCALL CONSTRUCTION, INC **Client :** Commercial - Non-Dedicated Group

Episode : Appeal **Primary Diagnosis :** C40.10 **Procedure Details :** 78267

Episode Status : Open-New **Cert Number :** 16070700023

Assessment completed successfully.

Appealed Stay

No Stay Request has been added

Appealed Service

Other claim appeal responses can indicate “upheld” or “pending appeal form.”

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
989702	78267 (CPT)	5.0	5.0	0	05/26/2016	05/26/2016	Diagnostic XRay			Overtured	

Sample of multiple status for a claim

Hover feature: Place cursor over form icon to see form name

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
989195	21199(CPT)	1.0	1.0	0	06/09/2016	06/09/2016	Surgical			Pending Appeal Form	
989196	S2403(HCPC)	1.0	1.0	0	06/09/2016	06/09/2016	Medical Care			Pending	
989197	S1040(HCPC)	1.0	1.0	0	06/09/2016	06/09/2016	Medical Care			Overtured	

Submitting Electronic Appeals for a Denied Claim Related to Coding and Billing (Payment)

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". The main header features the "PASSPORTweb portal" title. On the top right, there are links for "Grant Billings" and a "Logout" button. A navigation bar below the header contains "HOME", "TOOLS", "TASK LIST", and "NEWS". A breadcrumb trail shows "Home > Tools > Electronic Appeal". The main content area is titled "Electronic Appeal" with the subtitle "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" contains a form with a "Claim Number:" label, an input field, a green "Request Appeal" button, and a red "Reset" button. A red arrow points from a callout box labeled "Enter Claim Number" to the input field. The footer includes the Florida Blue logo, a copyright notice for 2016, and a disclaimer regarding Medicare Supplement insurance policies.

Submitting an Electronic Appeal Related to Coding and Billing (Payment) Appeals

The screenshot shows the Florida Blue PASSPORT web portal interface. At the top, the Florida Blue logo is on the left, and the PASSPORTweb portal title and date (Saturday, July 09, 2016) are in the center. On the right, the user name 'Falkhor Drift' and a 'Logout' button are visible. Below the header is a navigation bar with 'HOME', 'TOOLS', 'TASK LIST', and 'NEWS'. The main content area shows the 'Electronic Appeal' section. A text box with a blue border contains the instruction: 'Select line item, then click Create Appeal to access the electronic appeal form icon.' A red arrow points from this text box to the 'Create Appeal' button. Below the instruction box, there is a 'Claim Number' input field with 'Q10000' and a 'Reset' button. Underneath is a 'Claim Results' section with a table of claim details.

Florida Blue
In the pursuit of health[®]

PASSPORTweb portal
Saturday, July 09, 2016

Falkhor Drift
Logout

HOME TOOLS TASK LIST NEWS

Home > Tools > Electronic Appeal

Elect
Submit Ap
Claim In

Select line item, then click Create Appeal to access the electronic appeal form icon.

Claim Number: Q10000 Create Appeal Reset


Claim Results

Are you appealing on behalf of member?

From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Pre-cert Penalty
04/22/2016	04/22/2016	1.0	\$ 38.0	\$ 38.00	\$ 0.00	D5960	SPEECH AID PROSTHESIS, MODIFICATION	N/A	N/A

Automated Electronic Appeal Icon

Episode ID: 952877

Member Name :  **Member ID :** 10000028149 **DOB :** 04/26/1977

Gender : Male **Age :** 39 **Address :** PORT ORA

Preferred Phone # : (386) 627-5139 **Elig. Start Date :** 01/01/2016 **Elig. End Date :**

Product Type : HMO(HEALTH MAINT) **Employer :** PAYCHEX BUSINESS SOLUTIONS LLC **Client :** Commercial - Non-Dedicated Employer Group

Group : BLUECARE PREDICTABLE COST **Primary Diagnosis :** I10 **Procedure Details :** D5960


Episode : Appeal **Cert Number :** 16070900026

Episode Status : Open-New

Appealed Stay

No Stay Request has

Appealed Service

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
989705	D5960 (HCPC)	1.0	1.0	0	04/22/2016	04/22/2016	Medical Care			Pending Appeal Form	

Click on the icon to activate the automated appeal questionnaire.

Accept the terms & conditions. Answer all questions. The questionnaire may open (non-grey) additional questions based on how the previous question was answered. This factors into the final decision via automated decision logic. You can click “SAVE” if you need to work it later, or when all questions are answered, click COMPLETE to submit. It takes a few moments to process, but the next screen provides the final appeal decision.

952877-Coding and Billing Appeal

Coding and Billing Appeal

* This Appeal Form was created based on applicable coverage and coding. The accuracy of the information provided on this form and the medical decisions are solely the responsibility of the patient and physician. I acknowledge that a determination based upon this Appeal Form is not necessarily a guarantee of payment and that payment remains subject to application of the provisions of the member's health benefit plan, including eligibility and plan benefits. Additionally, I further acknowledge and agree that Florida Blue may audit or review the underlying medical records at any time and that failure to comply with such request may be a basis for the denial of a claim associated with such services.

Save Notes **Complete** Last Answer Cancel Full Screen Print

0.0 0

Yes, I acknowledge and agree to the terms and conditions.

Completed by: Jane Doe

Are you appealing a procedure with a specific modifier?

Yes

Please select which modifier you are utilizing.

77

Modifier 24

Did you evaluate patient during post operative period unrelated to the surgery performed?

-- Select One --


Modifier 57

Was the decision for surgery made at the time of the E & M visit?

-- Select One --



Modifier 76

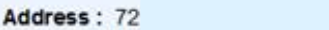
Decision logic is built into the Electronic Appeals and Clinical forms. The coding and billing appeal example below shows the claim denial was overturned. On the upper right side of the screen select the drop down to log out of this screen.


User : 

- My Profile
- App Shortcuts
- Logout

Episode ID: 952877

Member Name :  **Member ID :** 10000028149 **DOB :** 

Gender : Male **Age:** 39 **Address :** 72 
PORT ORANGE, FL, USA, 321274903.


Preferred Phone # : (386) 627-5139  **Elig. Start Date:** 01/01/2016 **Elig. End Date:** 12/31/9999


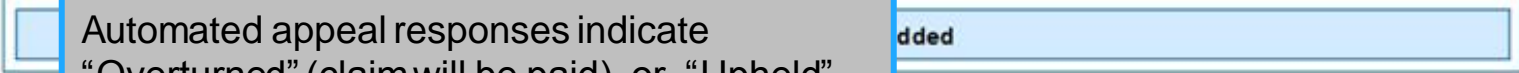
Product Type: HMO(HEALTH MAINT) **Employer :** PAYCHEX BUSINESS SOLUTIONS LLC **Client :** Commercial - Non-Dedicated Employer Group


Group : BLUECARE PREDICTABLE COST **Primary Diagnosis :** I10 **Procedure Details :** D5960


Episode : Appeal **Cert Number :** 16070900026

Episode Status : Open-New

Assessment completed successfully. 

Appealed Stay  

Appealed Service 

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
989705	D5960 (HCPC)	1.0	1.0	0	04/22/2016	04/22/2016	Medical Care			Overturned	

Automated appeal responses indicate "Overturned" (claim will be paid) or "Upheld"

Timely Filing of an Electronic Appeal

Filing limitations for appealing a claim is one year (365 days) from the final processing date or the date the claim denied.

Timely Filing for Appeals

Appeals must be submitted within one year (365 days) from the date on the remittance advice, or the message below will display.

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top left is the Florida Blue logo with the tagline 'In the pursuit of health'. The main header features the 'PASSPORTweb portal' title and the date 'Sunday, July 10, 2016'. A 'Logout' button is located in the top right corner. Below the header is a navigation bar with 'HOME', 'TOOLS', 'TASK LIST', and 'NEWS'. The breadcrumb trail shows 'Home > Tools > Electronic Appeal'. The main content area is titled 'Electronic Appeal' with the subtitle 'Submit Appeals & Supporting Documents Electronically'. Under the 'Claim Information' section, a red-bordered dialog box is overlaid. The dialog box has a title bar that says 'Option Not Available' and a close button (X). The main text of the dialog reads: '1 year appeal submission timeline exceeded, the appeal is not allowed.' There is a green 'OK' button at the bottom right of the dialog. The footer of the page contains the Florida Blue logo and copyright information: '©2016 Florida Blue is a trade name of Blue Cross and Blue Shield of Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association.'

Submitting Electronic Appeals on Behalf of a Member

Not all providers will use this function.

There may be times when a denied or processed claim is the member's responsibility to appeal. This tool allows a provider to appeal the claim on behalf of a member if they need help.

Note: This tool is not a replacement for the Member's Appeals process responsibility however if the member's appeal is determined by the rendering provider and feel their medical view or input would be beneficial in assisting the member with their appeal, this would be the process to follow.

Electronic Appeal on Behalf of the Member

If a patient wants their provider to appeal a denied claim they feel processed incorrectly, the provider can appeal on behalf of the member. Be sure to enter the claim number and click the Request Appeal button to initiate. Note: BlueCard and the Federal Employee Program are excluded from the Electronic Appeal process. Requests must be submitted in writing.

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". To the right, the text "PASSPORTweb portal" is displayed, along with the date "Sunday, July 10, 2016". A "Logout" button is located in the top right corner. Below the header is a navigation bar with tabs for "HOME", "TOOLS", "TASK LIST", and "NEWS". The "TOOLS" tab is selected, and a breadcrumb trail shows "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtext "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" contains a form with a "Claim Number:" label, a text input field containing the letter "Q", a green "Request Appeal" button, and a red "Reset" button. The footer includes the Florida Blue logo and tagline on the left, and a copyright notice on the right: "©2016 Florida Blue is a trade name of Blue Cross and Blue Shield of Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association."

Appealing on Behalf of the Member

If you are appealing a denial for a member, you will see the question, “Are you appealing on behalf of the member?” Select the boxes next to the line item and question, then click “Create Appeal.”

Florida Blue In the pursuit of health®

PASSPORTweb portal
Sunday, July 10, 2016

Logout

HOME TOOLS ▼ TASK LIST NEWS

Home Tools Electronic Appeal

Electronic Appeal

Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number:

Claim Results

Are you appealing on behalf of member?

	Claim #: Q100000	Member : H1:	A,	DOB:	P.Diag CD: 632	Provider:				
<input type="checkbox"/>	From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Precert Penalty
<input checked="" type="checkbox"/>	09/09/2015	09/09/2015	3.2	\$ 1688.0	\$ 1022.47	\$ 0.00	01965 QZ		N/A	N/A

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Appointment of Representation (AOR) Form

An AOR form link is available for your convenience so you can print a blank copy of the form (see link below). This form is required, and needs to be filled out and signed by the member. The signed form allows a provider to appeal on behalf of a member.

The screenshot shows the Florida Blue PASSPORTweb portal interface. The main navigation bar includes HOME, TOOLS, TASK LIST, and NEWS. The current page is titled "Electronic Appeal" and includes a "Submit Appeals & Supporting Documents Electronically" section. Under "Claim Information", there is a "Claim Number" field with the value "Q100" and a "Create Appeal" button. Below this, a "Claim Results" section asks if the user is appealing on behalf of a member (checked) and provides a link to download the "AOR FORM". A red arrow points from this link to a preview of the AOR form on the right. The form includes fields for Patient's Name, Subscriber's Contract Number, Signature, Address, Telephone Number, and Date. It also contains an "ACCEPTANCE OF APPOINTMENT" section. At the bottom of the portal, there is a table with claim details and a table with columns for From DOS, To DOS, UNITS, CHARGE, ALLOWANCE, PAYMENT, Proc Cd, DESCRIPTION, Appeal For Allowance, and Precert Penalty.

Florida Blue PASSPORTweb portal
 Sunday, July 10, 2016

Florida Blue
 In the pursuit of health™

HOME TOOLS TASK LIST NEWS

Home Tools Electronic Appeal

Electronic Appeal
 Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number: Q100 **Create Appeal**

Claim Results

Are you appealing on behalf of member?

Please click the link to download the **AOR FORM**

Please upload the AOR Form **Browse...**

Has Member signed the AOR Form?

Claim #: Q1000 Member: H... DOB: 0... P.Diag CD: 632 Provider: ...

	From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Precert Penalty
<input type="checkbox"/>	09/09/2015	09/09/2015	3.2	\$ 1688.0	\$ 1022.47	\$ 0.00	01965 QZ		N/A	N/A

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 In the pursuit of health™

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Attach the AOR Form

A signed copy of the form needs to be converted to a digital file and saved. Attach the file, click browse, find where you saved the form, and double click the file to attach it.

The screenshot shows the Florida Blue PASSPORTweb portal interface. The page title is "Electronic Appeal" and it includes a "Submit Appeals & Supporting Documents Electronically" section. A "Claim Information" section shows a "Claim Number: Q1" and a "Browse..." button. A "Claim Results" section has a checkbox for "Are you appealing on behalf of member?" which is checked, and a "Please click the link to download the AOR FORM" instruction. Below this is a "Please upload the AOR Form" section with a "Browse..." button. A table below shows claim details for "Claim #: Q" with columns for "From DOS", "To DOS", "UNITS", "CHARGE", "ALLOWANCE", "PAYMENT", "Proc Cd", "DESCRIPTION", "Appeal For Allowance", and "Precert Penalty". A file browser window is overlaid on the right, showing a file named "Signed Patient AOR Form" selected in the "Desktop" folder. A red arrow points from the "Browse..." button to the file.

Florida Blue In the pursuit of health[®]

PASSPORTweb portal
Sunday, July 10, 2016

Logout

HOME TOOLS TASK LIST NEWS

Home > Tools > Electronic Appeal

Electronic Appeal

Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number:

Claim Results

Are you appealing on behalf of member?

Please click the link to download the [AOR FORM](#)

Please upload the AOR Form

Has Member signed the AOR Form?

Claim #: Q		P.Diag CD: 632		Provider:						
<input type="checkbox"/>	From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Precert Penalty
<input type="checkbox"/>	09/09/2015	09/09/2015	3.2	\$ 1688.0	\$ 1022.47	\$ 0.00	01965 QZ		N/A	N/A

Submit the Electronic Appeal on Behalf of the Member

Before creating an appeal, verify that the AOR is attached, all boxes are checked, and then click on Create Appeal to launch.

Florida Blue In the pursuit of health[®]

PASSPORTweb portal
Sunday, July 10, 2016

Logout

HOME TOOLS TASK LIST NEWS

Home > Tools > Electronic Appeal

Electronic Appeal

Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number: Q10 **Create Appeal** Reset

Claim Results

Are you appealing on behalf of member? ←

Please click the link to download the [AOR FORM](#)

Please upload the AOR Form: C:\Users\us10\Downloads\ ←

Has Member signed the AOR Form? ←

Claim #:	P.Diag CD: 632	Provider:							
<input checked="" type="checkbox"/> ←	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION	Appeal For Allowance	Precert Penalty
<input checked="" type="checkbox"/> ←	09/09/2015	3.2	\$ 1688.0	\$ 1022.47	\$ 0.00	01965 QZ		N/A	N/A

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Electronic Appeal on Behalf of the Member

Here is the next screen you will see. Click on the Appeal Form link. This will take you to the denied claim line where the electronic appeal form icon is located.

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". To the right, the text "PASSPORTweb portal" is displayed above the date "Sunday, July 10, 2016". A "Logout" button is in the top right corner. A navigation bar contains "HOME", "TOOLS", "TASK LIST", and "NEWS". Below this is a breadcrumb trail: "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtext "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" contains a "Claim Number:" label, a text input field with "Q1", a green "Request Appeal" button, and a red "Reset" button. Below the input field, the text "Please click the link to launch" is followed by a blue link "Appeal Form" which is highlighted with a red rectangular box. The footer includes the Florida Blue logo and tagline on the left, and a copyright notice on the right: "© 2016 Florida Blue is a trade name of Blue Cross and Blue Shield of Florida, Inc., an Independent Licensee of the Blue Cross and Blue Shield Association."

General Appeal Form Icon

To launch the general automated appeal form, click on the small blue appeal form icon located on the right side of the claim line to open the form.


Florida Blue  . -) Help Legends Memory List 

Appeal Service
Clinical Documents

Episode ID: 1651605

Member Name : [Redacted] **Member ID :** 5000207071 **DOB :** [Redacted]

Gender : Female **Age :** 36 **Address :** 16750 [Redacted] USA, 331573500.

Preferred Phone # : (305) [Redacted] 

Product Type: GBO(GROUP BLUEOPTIONS) **Elig. Start Date:** 01/01/2015 **Elig. End Date:** 11/30/2015

Group: BLUEOPTIONS PREDICTABLE COST **Employer:** ROYAL CARIBBEAN CRUISES LTD **Client:** Commercial - Non-Dedicated Employer Group


Episode: Appeal **Primary Diagnosis :** 632 **Procedure Details :** 01965

Episode Status : Open-New **Cert Number :** [Redacted]

Appealed Stay

No Stay Request has been added

Appealed Service

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
2176109	01965 (CPT)	3.2	3.2	0	09/09/2015	09/09/2015	Surgical			Pending	

Automated Appeal Form

From the drop down box, select “I agree” to open the form.

Appeal
Clinical

1651605-Automated Appeal Form

Automated Appeal Form

* This Appeal Form was created based on applicable coverage and coding guidelines. The responsibility for medical decisions are solely the responsibility of the patient and physician. I hereby acknowledge that (i) the information contained in this form is true, (ii) the information contained in this form is accurate and complete to the best of my knowledge and belief, (iii) the member's information is necessary to substantiate this information. I acknowledge that a determination based upon this Appeal Form is not necessarily a guarantee of payment and that payment remains subject to application of the provisions of the member's health benefit plan, including eligibility and plan benefits. Additionally, I further acknowledge and agree that Florida Blue may audit or review the underlying medical records at any time and that failure to comply with such request may be a basis for the denial of a claim associated with such services.

- Select One --

Provider Name

National Provider Identifier (NPI)

Florida Blue Provider Number

Provider Street Address

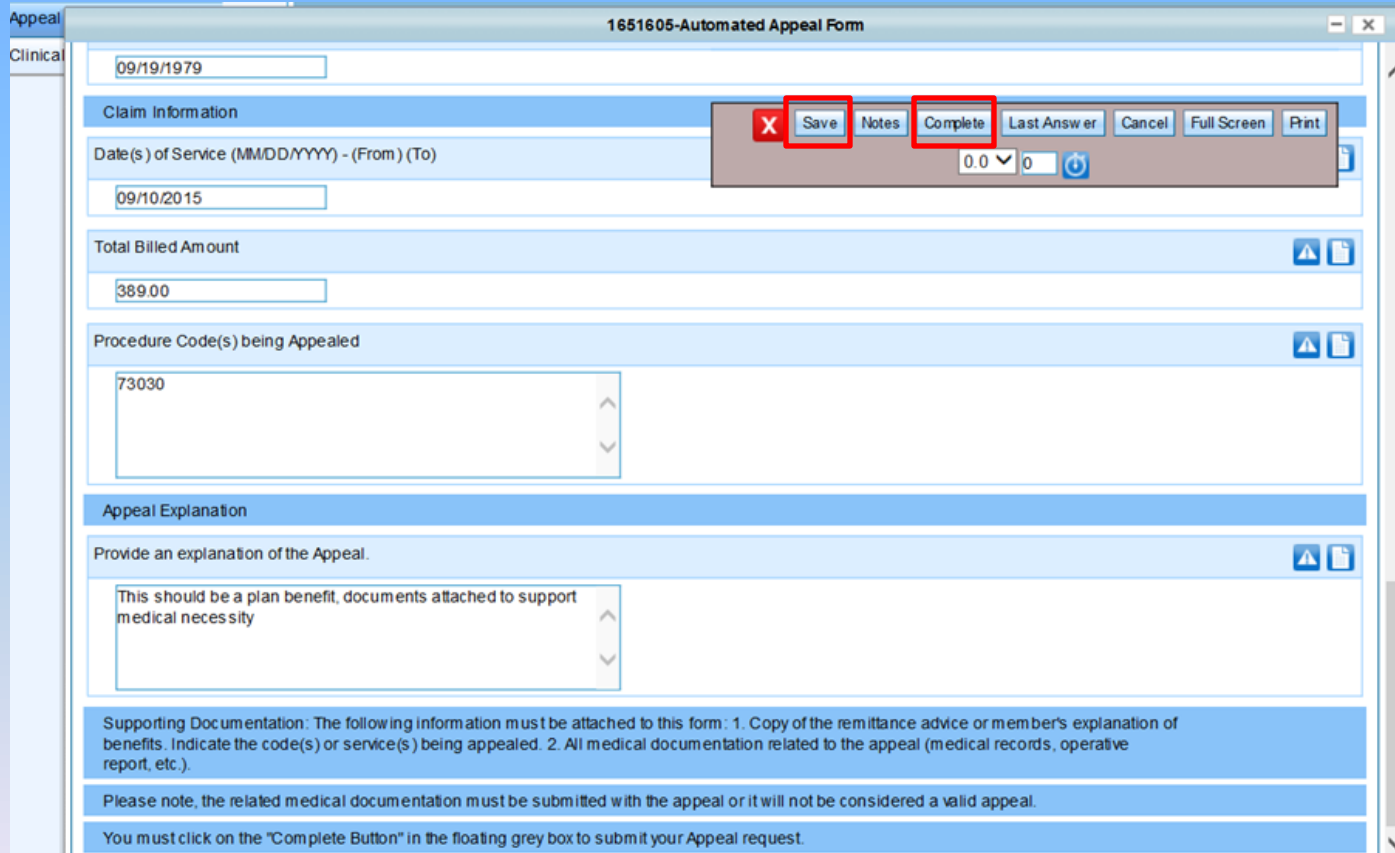
City

Save Notes Complete Last Answer Cancel Full Screen Print

0.0 0

Automated Appeal Form

Type in a response for all fields, and add comments where applicable. If not all information is available, select Save. The form can be accessed later from your task list. Once all information is added, click on Complete to submit. This will bring the user to the next page where medical records can be attached to finalize the appeal.



Appeal
Clinical

1651605-Automated Appeal Form

09/19/1979

Claim Information

Date(s) of Service (MM/DD/YYYY) - (From) (To)

09/10/2015

Total Billed Amount

389.00

Procedure Code(s) being Appealed

73030

Appeal Explanation

Provide an explanation of the Appeal.

This should be a plan benefit, documents attached to support medical necessity


Supporting Documentation: The following information must be attached to this form: 1. Copy of the remittance advice or member's explanation of benefits. Indicate the code(s) or service(s) being appealed. 2. All medical documentation related to the appeal (medical records, operative report, etc.).

Please note, the related medical documentation must be submitted with the appeal or it will not be considered a valid appeal.

You must click on the "Complete Button" in the floating grey box to submit your Appeal request.

Electronic Appeal Reference Number and How to Attach Records

A reference number for the appeal will display. In the upper left side of the screen, click Clinical Documents to attach medical records or documents.

Florida Blue  Help Legends Memory List User :

Appeal Service

Clinical Documents

Episode ID: 1651605

Member Name :

Member ID : 5000207071
DOB : 09/

Gender : Female
Age : 36
Address : 16750 PALMETTO BAY, FL, USA, 331573500.

Preferred Phone # : (305)

Product Type: GBO(GROUP BLUEOPTIONS)
Elig. Start Date: 01/01/2015
Elig. End Date: 11/30/2015

Group: BLUEOPTIONS PREDICTABLE COST
Employer: ROYAL CARIBBEAN CRUISES LTD
Client: Commercial - Non-Dedicated Employer Group

Episode: Appeal
Primary Diagnosis : 632
Procedure Details : 01965

Episode Status : Open-New
Cert Number : 16071001356

Assessment completed successfully. ✕

Appealed Stay

No Stay Request has been added

Appealed Service

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Initial Decision	Appeal Decision	Appeal Form Link
2176109	01965 (CPT)	3.2	0	0	09/09/2015	09/09/2015	Surgical			Pending	

Attach Medical Records

You must type in a title, select the document type (Appeal) from the drop down box, and type comments if needed. Browse and select the required medical records from your local drive, and then click Upload Document.

Appeal Service

Clinical Documents

Episode ID: 1651605

Member Name : [REDACTED]

Member ID : 5000207071

DOB [REDACTED]

Gender : Female

Age: 36

Address : 16750 SW 87TH COURT, PALMETTO BAY, FL, USA, 331573500.

Preferred Phone # : (305) 890-6605

Dedicated Employer

5

Actions

g Records 1 - 1 of 1

Add Document

Upload Document

* Document Title : [REDACTED]

Document Type : ---Select Document Type---

Document Description : [REDACTED]

* Select Document : [REDACTED] Browse...

Upload Document Cancel

Press [Esc] To close this window

Help

Attachment Confirmation

A note will say the upload was successful and displays the file. More documents can be attached. The document name is a hyperlink, and will open the file you just attached. On the upper right side of the screen, select the arrow drop down to log out of this screen.

Episode ID: 1651605

User : 

- My Profile
- App Shortcuts
- Logout

Member Name : Member ID : 5000207071 DOB : 09

Gender : Female Age : 36 Address : 16750 SW PALMETTO BAY, FL, USA, 331573500.

Preferred Phone # : (305)

Product Type: GBO(GROUP BLUEOPTIONS) **Elig. Start Date:** 01/01/2015 **Elig. End Date:** 11/30/2015

Group BLUEOPTIONS PREDICTABLE COST **Employer :** ROYAL CARIBBEAN CRUISES LTD **Client :** Commercial - Non-Dedicated Employer Group


Episode : Appeal **Primary Diagnosis :** 632 **Procedure Details :** 01965

Episode Status : Open-New **Cert Number :** 16071001356

The document is scanned successfully and no virus is detected
Document uploaded successfully. ✕

Documents

Episode View

Document Name	Document Type	Date Added	Added Nurse	Description	Actions
Records	Appeal Request	07/10/2016		Medical history	  

Displaying Records 1 - 1 of 1

Add Document

Administrative (Nonclinical) Appeals

Claims processed with an incorrect allowance, coordination of benefits, contractual issue, and timely filing denials, etc.

Enter the entire claim number for the appeal. Click “Request Appeal.” This will access another general appeal form. Note: BlueCard and the Federal Employee Program are excluded from the Electronic Appeal process. Request must be submitted in writing.

The screenshot displays the Florida Blue PASSPORT web portal interface. At the top left is the Florida Blue logo with the tagline "In the pursuit of health". To the right is the "PASSPORTweb portal" title and a "Logout" button. Below this is a navigation bar with "HOME", "TOOLS", "TASK LIST", and "NEWS". A breadcrumb trail shows "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtitle "Submit Appeals & Supporting Documents Electronically". A section titled "Claim Information" contains a "Claim Number:" label, an empty text input field, a green "Request Appeal" button, and a red "Reset" button. A red arrow points from a callout box labeled "Enter Claim Number" to the input field. The footer includes the Florida Blue logo, a copyright notice for 2018, and a disclaimer about Medicare Supplement insurance policies.

Administrative Appeal Form

Then, check the line item, and click “Create Appeal.”

Florida Blue | **PASSPORTweb portal** | Monday, January 26, 2015 | Rivkie Steiner | Logout

HOME | TOOLS | TASK LIST | NEWS

Home > Tools > Electronic Appeal

Electronic Appeal

Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number: Q100000 **Create Appeal** Reset

Claim Results

From DOS	To DOS	UNITS	CHARGE	ALLOWANCE	PAYMENT	Proc Cd	DESCRIPTION
08/28/2014	08/28/2014	1.0	\$ 0.0	\$ 0.00	\$ 0.00	3078F	MOST RECENT DIASTOLIC BLOOD PRESSURE LESS THAN 80 MM HG (HTN, CKD) (DM)

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Our Medicare Supplement insurance policies are not connected with or endorsed by the US Government or the Federal Medicare Program. These policies have limitations and exclusions.

Health is offered by Blue Cross and Blue Shield of Florida, Inc. (BCBSF). Dental, Life and Disability are offered by Florida Combined Life, Inc., an affiliate of BCBSF. Workers Comp is offered by Comp Options, Inc. d/b/a OptaComp, a subsidiary of BCBSF. All companies are Independent Licensees of the Blue Cross and Blue Shield Association.

General Appeal Form

Florida Blue In the pursuit of healthSM

PASSPORTweb portal
Wednesday, June 08, 2016

Grant Billings
Logout

HOME TOOLS TASK LIST NEWS

Home > Tools > Electronic Appeal

Electronic Appeal
Submit Appeals & Supporting Documents Electronically

Claim Information

Claim Number:

Florida Blue In the pursuit of healthSM **Provider Appeal Form**

Submitter Last Name Submitter First Name Provider E-mail Address

Billings (Grant)

Submitted Date SR-Number

Appeal Reason

Member / Subscriber Information

Patient Last Name Patient First Name Patient Date of Birth

Contract Number

Subscriber Last Name Subscriber First Name

Provider Information

Provider Name Provider Street Address Provider Phone #

Provider ID Provider City Provider Fax#

Provider NPI Number Provider State Provider Zip Code

Appeal Item Details

Claim Number Primary Diagnosis Prior Authorization Number

The following are the line item(s) to be appealed.

Appeal	DOS Start Date	DOS End Date	Procedure Code	Billed Amount
<input checked="" type="checkbox"/>	2016-04-20	2016-04-20	134	\$106.0
<input checked="" type="checkbox"/>	2016-04-20	2016-04-20	240	\$106.0

Attachments

Link to Document	Description	Date

- Fill out all open data boxes with the required information. Enter Provider/Email address.
- In the appeal reason box, enter the reason for the appeal. Note: There is a 500 character limit in this space.
- **Member/Subscriber Information section:** Member information is pre-populated.
- Scroll down to view provider information. Provider information is pre-populated as well.
- **Appeal Item Details section:** The claim number is pre-populated along with diagnosis codes. Enter the prior authorization number if applicable. Select claim lines that need to be appealed.
- **Add attachment:** Upload the medical records or documents to support the appeal
- **Save/Save & Exit:** Allows saving data input so you can access it later in your task list if not all information is available when an appeal is being created.
- **Submit:** When all required fields have been filled out and all supporting documents or records are attached, click submit

Confirmation

Providers will receive a confirmation notice once the appeal is submitted. Click on Task List to find the SR number.

The screenshot displays the Florida Blue PASSPORT web portal interface. At the top, the logo for Florida Blue is on the left, and the text "PASSPORT web portal" is in the center, with the date "Wednesday, June 08, 2016" below it. A "Logout" button is in the top right corner. A navigation bar contains "HOME", "TOOLS", "TASK LIST" (highlighted with a red box), and "NEWS". Below this, a breadcrumb trail shows "Home > Tools > Electronic Appeal". The main heading is "Electronic Appeal" with the subtext "Submit Appeals & Supporting Documents Electronically". Under "Claim Information", there is a text input field for "Claim Number:" containing "Q10001", a green "Request Appeal" button, and a red "Reset" button. A red message states "The form has been submitted for processing." A yellow callout box with a black border contains the text: "The Submitted administrative form will display a processing message; in the task list the user will be given an SR number". Two red arrows point from this callout box to the "TASK LIST" button and the processing message. The footer includes the Florida Blue logo and several lines of small print regarding insurance policies and company affiliations.

Task List

The Task List provides a history of your Electronic Appeal activities. A search can be performed by using the member or claim number.

The screenshot displays the Florida Blue PASSPORTweb portal interface. At the top, the logo for Florida Blue is on the left, and the text "PASSPORTweb portal" is in the center, with the date "Tuesday, February 24, 2015" below it. A "Logout" button is in the top right corner. A navigation bar contains "HOME", "TOOLS", "TASK LIST" (highlighted with a red box), and "NEWS". Below the navigation bar, a breadcrumb trail shows "Home" and "Task List". The main heading is "Task List".

The "Search Criteria" section includes a "Search Criteria" header with a menu icon. Underneath, there is a "Provider:" dropdown menu. The "Task Status:" section has radio buttons for "All" (selected), "Completed", and "Pending". The "Search By:" dropdown menu is highlighted with a red box. Below it, the "Search For:" text input field is also highlighted with a red box. To the right, there are controls for "Records Per Page:" (set to 25), "Sort By:" (dropdown), and "Sort Order:" (radio buttons for "Ascending" and "Descending", with "Descending" selected).

At the bottom of the search criteria section, there is a "Search" button (highlighted with a red box) and a "Clear" button. Below this is a "Search Results" section.

Task List

To determine if an appeal has been submitted and validated, look for an SR or reference number, and a “Submitted” status associated with the claim number.

Task List

Search Criteria ☰

Appeals

Provider:

Task Status: All Completed Pending

Search By:

Search For:

Records Per Page:

Sort By:

Sort Order: Ascending Descending

Search Results

Page 1 of 15 Total Records: 358

Created	Reference	Reason For Request	Description	Form Name	Status
06/08/2016	SR-1-20183378435	Medical Necessity	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	Saved
06/07/2016		Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	Saved
06/07/2016	Cert-16060700107;SR-1-20183010965	Provider Coding and Billing	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New
06/07/2016		Medical Necessity	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	Saved
06/06/2016	SR-1-20183010925	Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H: CLAIM: Q100 MEDICAL CENTER	Appeal Form	New

Task List

If an appeal is incomplete, select the Provider Appeal link to edit information previously saved, or review the form for a completed appeal.

Task List

Search Criteria ☰

Appeals

Provider: 120-

Records Per Page: 25

Task Status: All Completed Pending

Sort By:

Search By:

Search For:

Sort Order: Ascending Descending

Search Results

Page 1 of 15 Total Records: 358

Created	Reference	Reason For Request	Description	Form Name	Status
06/08/2016	SR-1-20183378435	Medical Necessity	Appeal for H33 AIM: Q100000 IICAL CENTER	Appeal Form	Saved
06/07/2016		Administrative	Appeal for H77 AIM: Q100000 IICAL CENTER	Appeal Form	Saved
06/07/2016	Ce 10965	Provider Coding and Billing	Appeal for H22 AIM: Q100000 IICAL CENTER	Appeal Form	New
06/07/2016		Medical Necessity	Appeal for H33 AIM: Q100000 IICAL CENTER	Appeal Form	Saved
06/06/2016	SR-1-20183010925	Administrative	Appeal for H77 AIM: Q100000 IICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H77 AIM: Q100000 IICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H77 AIM: Q100000 IICAL CENTER	Appeal Form	New
06/06/2016		Administrative	Appeal for H77 AIM: Q100000 IICAL CENTER	Appeal Form	New

Task List Status for Submitted Appeals

PASSPORT will only display the following status updates: New, Submitted, Processing, Duplicate, or Finalized. Each status update is a link in PASSPORT, and will launch the provider portal so it displays the appeal decision or decision reason.

Created	Reference	Reason For Request	Description	Form Name	Status
07/05/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Duplicate
07/05/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Duplicate
07/05/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Processing
06/23/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Processing
06/23/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/21/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Processing
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/17/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/16/2016	SR-1-20	Administrative	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/16/2016	SR-1-20	Administrative	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/16/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/15/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/15/2016	SR-1-20	Administrative	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Submitted
06/14/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/14/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/14/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/14/2016	Cert-160	MAM	Appeal for H CLAIM: Q10000 J2121	Appeal Form	New
06/14/2016	Cert-160	Utilization Management	Appeal for H CLAIM: Q10000 J2121	Appeal Form	Processing

Summary

You should now be able to:

- Understand the benefits of using the Electronic Appeal form
- Identify how to access and submit the Electronic Appeal form
- Follow the steps for attaching records to an Electronic Appeal
- Save an appeal to access and complete at a later time
- Print an Appointment of Representation (AOR) form and upload it
- Understand the task list associated with an electronic appeal
- View the status of submitted appeals

Thank You

- Survey link:
- Follow us:

