# For Post-Service Claim Payment Issues
**Following an Initial Payment Organization Determination**

## Table of Contents

- **Introduction**
- **Determining Whether a Case is a Provider Payment Dispute (PPD) or an Appeal (Reconsideration)**
- **Non-contracted Provider Payment Dispute (PPD)**
  - Submission Guidelines for Non-Contracted Provider Payment Disputes
  - Deadlines for Submitting Non-Contracted Provider Payment Disputes
  - Information Required to Submit Non-Contracted Provider Payment Disputes
  - Address and Contact Information for Non-Contracted Provider Payment Disputes
  - Resolution Timeframe for Non-Contracted Provider Payment Disputes
- **Non-Contracted Provider Appeal (Reconsideration)**
  - Submission Guidelines for Non-Contracted Provider Appeals
  - Deadlines for Submitting Non-Contracted Provider Appeals
  - Information Required to Submit Non-Contracted Provider Appeals
  - Address and Contact Information for Non-Contracted Provider Appeals
  - Resolution Timeframe and Review Process for Non-Contracted Provider Appeals
- **Waiver of Liability Statement**
- **Medicare Advantage Non-contracted Provider Appeal or Dispute Resolution Request Form**
Introduction

Moda Health’s non-contracted provider dispute and appeal processes ensure that Moda can work effectively with non-contracted providers to resolve concerns regarding the processing, denial, and/or payment of non-contracted claims for Moda Medicare Advantage enrollees.

Moda’s dispute and appeals processes are available to non-contracted providers who disagree with the Medicare Advantage plan’s initial post-service Organization Determination and/or claim payment.

This document is available on the Moda Health website at:
https://www.modahealth.com/medical/claims.shtml

(Please note: contracted providers must follow the provider’s agreement/contract with Moda Health.)

Determining Whether a Case is a Provider Payment Dispute (PPD) or an Appeal (Reconsideration)

Dispute/PPD – Any decision by Moda (organization determination) that results in a full or partial payment to a non-contracted provider when the non-contracted provider disagrees with the decision.

Some examples are:

- Bundling Issues
- Disputed rate of payment
- DRG payment dispute
- Downcoding

Appeal/Reconsideration – A formal reconsideration or an “appeal” related to benefit/payment denial (adverse organization determination) by Moda that results in zero payment (at the line or claim level) to a non-contracted provider.

Some examples are:

- Denials that result in zero payment, at the line level or claim level, to a non-contracted provider;
- Denials related to medical necessity determinations;
- Denials related to Medicare Local Coverage Determinations and National Coverage Determinations (LCDs/NCDs).
Non-contracted Provider Payment Dispute (PPD)

Submission Guidelines for Non-Contracted Provider Payment Disputes

To avoid delays in processing, please note the following:
- Incomplete submissions will affect processing timelines.
- Supporting documentation is required with all submissions.

Send the written request for a provider payment dispute, along with all supporting documentation, to the address listed on page 4. You may also use the Medicare Advantage Non-contracted Provider Appeal and Dispute Resolution Request form, see page 8.

Deadlines for Submitting Non-Contracted Provider Payment Disputes

Dispute/PPD – You have 120 calendar days from the initial organization determination date (i.e., remittance advice/determination letter) to file a written request to dispute payments made by Moda.

- Corrected or Rejected claims should not be submitted as a dispute or appeal. They are considered a new claim and should be sent to Moda Health Claims Department for an initial organization determination and will not be processed as a dispute or appeal. New claims should be mailed to: Moda Health Attn: Claims, P.O. Box 40384, Portland, Oregon 97240-0384.

Information Required to Submit Non-Contracted Provider Payment Disputes

Non-contracted Provider Information:
- Non-contracted Provider’s Name
- Non-contracted Provider’s Tax ID # / Medicare ID# 
- Non-contracted Provider’s Address
- Non-contracted Provider Type (specify type – Physician, Hospital, Ambulance, DME, etc.)
- Non-contracted Provider’s Contact Name
- Non-contracted Provider’s Contact Phone #

Member Information:
- Enrollee’s Name (First, Middle, Last)
- Enrollee’s Date of Birth
- Enrollees’ Member ID #
Information Required to Submit Non-Contracted Provider Payment Disputes (Continued)

Claim Information:
- Submit Copy of Remittance Advice or;
- Original Claim #
- Dates of Service (from/to)
- Original Claim Amount Billed
- Original Claim Amount Paid

Supporting Documentation, including but not limited to:
- Copy of Medicare Fee Schedule related to the date of service in question
- Appropriate supporting documentation (e.g. OP report, Path report)

Address and Contact Information for Non-Contracted Provider Payment Disputes

Write: Moda Health Plan Inc.
Medicare Non-Contracted Provider Appeals and Disputes
PO Box 40384
Portland OR 97204-0384

Fax: Local: (503) 412-4003

Call: Local: (503) 265-2966 or
Toll Free: 1-877-299-9062
Medicare Advantage Customer Service is available to help you from 7 a.m. to 8 p.m., seven days a week.

Resolution Timeframe for Non-Contracted Provider Payment Disputes

Moda will resolve your payment dispute (PPD) within 30 calendar days of receipt of the written request.

If Moda denies you request for payment, notification will be provided regarding the reason for non-payment and a description of the Moda Appeal process. Notification will be provided via written notice or a remittance advice.
Non-Contracted Provider Appeal (Reconsideration)

Submission Guidelines for Non-Contracted Provider Appeals

To avoid delays in processing, please note the following:
- Incomplete submissions will affect processing timelines.
- Supporting documentation is required for all submissions.

To request an appeal (reconsideration), you must sign and submit a Waiver of Liability (WOL) statement before Moda can begin processing the appeal, see page 7. If a WOL is not received, Moda will send you a written notice indicating the reason(s) for the dismissal and explaining the right to request an IRE (independent review entity) review of the dismissal. You have **60 calendar days** after receipt of the written notice to request an IRE review. A signed WOL is not needed for Provider Payment Disputes (PPDs).

Send the written appeal (reconsideration) request, along with all supporting documentation, to the address listed on page 6. You may also submit the Medicare Advantage Non-Contracted Provider Appeal and Dispute Resolution Request form, see page 8.

Deadlines for Submitting Non-Contracted Provider Appeals

If you disagree with a payment denial, you have **60 calendar days** from the initial organization determination date to file a written request for an appeal (reconsideration).

Information Required to Submit Non-Contracted Provider Appeals

**Non-Contracted Provider Information:**
- Non-contracted Provider’s Name
- Non-contracted Provider’s Tax ID # / Medicare ID#
- Non-contracted Provider’s Address
- Non-contracted Provider Type (specify type – Physician, Hospital, Ambulance, DME, etc.)
- Non-contracted Provider’s Contact Name
- Non-contracted Provider’s Contact Phone #

**Member Information:**
- Enrollee’s Name (First, Middle, Last)
- Enrollee’s Date of Birth
- Enrollees’ Member ID #
Information Required to Submit Non-Contracted Provider Appeals (Continued)

Claim Information:
- Submit Copy of Remittance Advice or;
- Original Claim #
- Dates of Service (from/to)
- Original Claim Amount Billed
- Original Claim Amount Paid

Supporting Documentation, including but not limited to:
- Medical Records/Office Records/Progress Notes
- Treatment Planning
- Certificate of Medical Necessity

Address and Contact Information for Non-Contracted Provider Appeals

Write: Moda Health Plan Inc.
Medicare non-contracted provider appeals and disputes
PO Box 40384
Portland OR 97204-0384

Fax: Local: (503) 412-4003

Call: Local: (503) 265-2966 or
Toll Free: 1-877-299-9062
Medicare Advantage Customer Service is available to help you from
7 a.m. to 8 p.m., seven days a week

Resolution Timeframe and Review Process for Non-Contracted Provider Appeals

Appeal (Reconsideration) – Moda will resolve non-contracted provider payment appeals (reconsiderations) within 60 calendar days of receipt of the written request.

If Moda upholds its initial denial, your case will be auto forwarded to the Independent Review Entity (IRE) for a second level appeal. After receiving the case file, the IRE will contact and advise you where to send any additional information and about other rights to which you may be entitled. If you believe the decision to uphold is incorrect based on the information provided to the plan, you may also call 1-800-MEDICARE.
Waiver of Liability Statement

Enrollee’s Name (Last, First, Middle) ____________________________

Medicare/HIC Number ____________________________

Provider ____________________________

Dates of Service ____________________________

Moda Health Plan Inc.

Health Plan

I hereby waive any right to collect payment from the above-mentioned enrollee for the aforementioned services for which payment has been denied by the above-referenced health plan. I understand that the signing of this waiver does not negate my right to request further appeal under 42 CFR 422.600.

Signature ____________________________________________

Date ____________________________________________
**Medicare Advantage Non-contracted Provider Appeal or Dispute Resolution Request Form**

Instructions:
Please fully complete the form. Information with an asterisk (*) is required. Be specific when completing the description of dispute or appeal, and expected outcome. Please provide supporting documentation to support your dispute or appeal.

Mail the completed form to:  Moda Health Plan Inc.
Medicare non-contracted provider appeals and disputes
P.O. Box 40384
Portland, Oregon 97204-0384

Fax to: (503) 412-4003

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<td>☐ Multiple “Like” Claims</td>
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*Enrollee Name (Last, First, Middle): | *Date of Birth: |
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*Enrollee Member ID#: | Patient Account Number: | Original Claim Number(s): |
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*Service From/To Date: | Original Claim Amount Billed: | Original Claim Amount Paid: |
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Type:
☐ **Appeal/Reconsideration** – A formal reconsideration or an “appeal” related to benefit/payment denial (adverse organization determination) by Moda Health that resulted in zero payment being made to the non-contracted provider.

☐ **Dispute/PPD** – Any decision by Moda Health (Organization Determination) that results in a full or partial payment to a non-contracted provider when the non-contracted provider disagrees with the decision.

*Description of Appeal or Dispute: |

*Expected Outcome: |

Contact Name (Please Print) | Title | Phone Number |
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☐ Check if additional information is attached