

External Review of Post-Service Provider Appeals

Effective November 21, 2008, if you are a participating Aware or nonparticipating (practicing within the State of Minnesota) Medical Doctor (MD) or Doctor of Osteopathy (DO), in an individual or clinic setting - you may have the right for your appeal to be reviewed by an Independent Review Organization (IRO) external to BlueLink TPA for a fee (after exhausting the internal appeals process outlined in the Provider Policy and Procedure Manual). Instructions for filing an External Review request and a filing fee matrix are below.

Only disputes involving services received by a member of BlueLink TPA within the State of Minnesota or from a participating Aware provider are eligible for External Review.

External Review of Post-Service Provider Appeal for Billing Disputes:

The Billing Dispute Resolution Process is available to resolve disputes over the application of coding and payment rules and methodologies to specific patients. This process does not include disputes relating to medical necessity or investigative reviews.

MDs and DOs must submit a written request for External Review within ninety (90) calendar days of the date the Internal Provider Appeals process is exhausted.

If a MD or DO exhausted our Internal Appeals Process between August 21, 2008 and November 21, 2008, and External Review rights are available, they will have 90 days from November 21, 2008 to submit a request for External Review.

Requests for External Review may relate to the following types of issues:

- Integral part of a primary service
- Mutually exclusive services
- Services not eligible for separate reimbursement
- Incidental procedures denials
- Surgical global period denials
- Surgical Complications / Complexity

MDs and DOs should contact the IRO, MES Solutions, directly to submit an External Review request for a Post-Service Provider Appeal regarding a Billing Dispute, or click [here](#).

Mailing Address:

MES Solutions - BDRP Dept.
100 Morse St, MA 02062
Phone: 800-437-8583
Fax: 888-868-2087

Filing Fee Matrix:

Billing Dispute	
Amount of Dispute	Filing Fee Calculation
\$1,000 or less	\$50
Greater than \$1,000	\$50 plus 5% of the amount by which the amount in dispute exceeds \$1,000 but in no event shall the fee be greater than 50% of the cost of the review.

Note: For External Reviews of Billing Disputes, the disputed amount must exceed \$500.00. In instances where the disputed amount is less than \$500.00, the MD or DO may submit similar¹ disputes to the IRO within one (1) year of the original submission date of the External Review request. If the MD or DO intends to submit additional similar¹ disputes during the year, the physician must contact the IRO to notify them that additional similar¹ submissions will be sent. If the one (1) year lapses and the disputes submitted are not in excess of \$500.00 in the aggregate, the original dispute will be dismissed.

The filing fee will be refunded in the event that the MD or DO prevails in the External Review.

¹ Claims for the same or multiple patients relating to the same category of dispute.