

External Review of Provider Appeals (Medical Disputes)

This process is in addition to the process announced effective November 21, 2008.

Effective April 21, 2009, if you are a participating or nonparticipating (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). 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 whose group has elected to offer this option **and** whose services are received within the State of Minnesota are eligible for External Review.

External Review of Provider Appeal for Medical Disputes:

The BlueLink TPA Medical Dispute Resolution Process is available to resolve disputes over the medical decisions made regarding services for specific patients.

MDs and DOs must submit a written request for External Review within sixty (60) calendar days of the date the Internal Provider Appeals process is exhausted.

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

- Cosmetic Denials
- Medical Necessity Denials
- Investigative Denials
- Assistant Surgeon Denials

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

Mailing Address:

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

Filing Fee Matrix:

Medical Disputes	
Amount of Dispute	Filing Fee Calculation
\$1,000 or less	\$50
Greater than \$1,000	\$250

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