

OVERVIEW

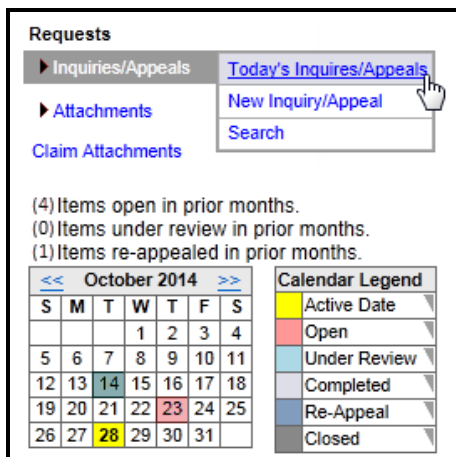
Inquiries/Appeals allow a submitter to appeal claim decisions from HealthCare Partners Medical Group. The Inquiries/Appeals feature can be turned on by contacting Office Ally at (360) 975-7000 Option 1.

The **Inquiries/Appeals** link is located under the Office Ally Service Center > Requests. Each section under Inquiries/Appeals can be used as follows:

- **Today's Inquiries/Appeals** – Looks at the current day's inquiries or appeals.
- **New Inquiry/Appeal** – Enter a new Inquiry or Appeal.
- **Search** – Search through past Inquiries or Appeals.

CHECKING THE STATUS OF AN APPEAL

1. Hover over **Inquires/Appeals** and click on **Today's Inquires/Appeals**.



The screenshot shows a 'Requests' menu with 'Inquiries/Appeals' expanded. The 'Today's Inquires/Appeals' option is highlighted with a mouse cursor. Below the menu, there are statistics: (4) Items open in prior months, (0) Items under review in prior months, and (1) Items re-appealed in prior months. A calendar for October 2014 is displayed, with the 28th highlighted in yellow. A 'Calendar Legend' is also visible, listing: Active Date (yellow), Open (red), Under Review (light blue), Completed (dark blue), Re-Appeal (grey), and Closed (dark grey).

2. When you click on a date, you will see the Appeal Detail box below the calendar, listing the following information:

- **Appeal ID** – The unique number that was assigned to your appeal.
- **Claim ID** – The Claim ID with which your appeal applies.
- **First Name** – The patient's First Name with which your appeal applies.
- **Last Name** – The patient's Last Name with which your appeal applies.
- **Date of Service** – The Date of Service with which your appeal applies.
- **Status** – The Status of your appeal.
- **Date Created (PST)** – The Date that your appeal was created in Pacific Standard Time.
- **Last Modified (PST)** – The Date that your appeal was last modified in Pacific Standard Time.
- **Review** – Shows a more detailed review of the appeal.

Search by:	Claim ID		Exact Match	Perform Search				
Appeal ID	Claim ID	First Name	Last Name	Date Of Service	Status	Date Created (PST)	Last Modified (PST)	Review
1048261	1234567	Jane	Doe	6/6/2014	Open	10/28/2014 2:58:45 PM	10/28/2014 2:58:45 PM	Review

- When you click **Review**, you will see the information concerning your appeal in the new window.

Inquiry/Appeal Status = Open

Provider Information:
 Claim #: 1 Date Submitted: 10/28/2014 2:58:45 PM
 Provider Name: 1 Phone #: 1
 Group Name: 1 Fax #:
 Contact: 1 Selected Type: Inquiry Appeal

Patient Information:
 First: Jane M.I. Last: Doe
 Member ID: 1
 Date of Birth: 1/1/1985 Date of Service: 6/6/2014

Network:
Reason for Inquiry/Appeal: Member is now eligible

Claims Department Findings:
 No Response Reason(s) Selected

CREATING A NEW INQUIRY OR APPEAL

- Hover over **Inquiries/Appeals** and click on **New Inquiry/Appeal**.

Requests

- ▶ **Inquiries/Appeals**
 - Today's Inquires/Appeals
 - New Inquiry/Appeal**
 - Search
- ▶ Attachments
- Claim Attachments

- Insert the necessary information for the inquiry/appeal you wish to file.

<p>If you select Appeal, the following are required:</p> <ul style="list-style-type: none"> Claim Number Patient's First and Last Name Date of Service 	<p>If you select Inquiry, the following are required:</p> <ul style="list-style-type: none"> Provider Name Group Name Patient's First and Last Name Date of Birth Date of Service
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- Indicate the **Network** and **Reason for Inquiry/Appeal**.

New Inquiry/Appeal
[-- view instructions](#)

Provider Information:
 Select Type: Appeal Inquiry
 Claim #: Phone #:
 Provider Name: Fax #:
 Group Name: Contact:

Patient Information:
 First: M.I.: Last:
 Member ID:
 Date Of Birth: Date Of Service:

Payer Information:
 Select Payer:

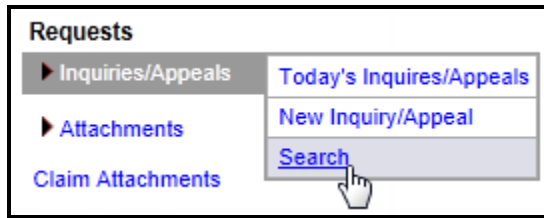
Network: HCP Affiliated

Reason for Inquiry/Appeal:

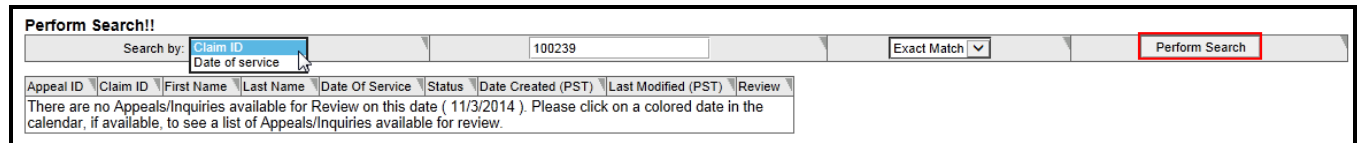
- Member is now eligible
- No Payment Received
- See Authorization Number Below (Need to complete Additional Comments below)
- Payment below expected amount (Need to complete Additional Comments below)
- Other (Need to complete Additional Comments below)

SEARCH THROUGH EXISTING INQUIRES OR APPEALS

1. Hover over **Inquiries/Appeals** and click on **Search**.



2. Choose from the drop down for **Search By**, enter your search criteria, and click **Perform Search**.



3. Your search results will display in a grid below the search bar. Click the **Review** link on the right to view details about the Appeal/Inquiry.

Appeal ID	Claim ID	First Name	Last Name	Date Of Service	Status	Date Created (PST)	Last Modified (PST)	Review
SEARCH RESULTS								
1002039	1	1	1	1/1/2004	Open	9/27/2005 4:21:49 PM	9/27/2005 4:21:49 PM	Review