



## Pre-Service Appeals and Concurrent Appeal Process

### What is a pre-service or concurrent appeal?

Providers may file an appeal of an adverse determination prior to rendering the service (pre-service) or during an ongoing course of treatment (concurrent) if they are appealing on behalf of the member. For urgent pre-service appeals, the provider will be automatically deemed the authorized representative of the member. For all other appeals, authorization must be obtained from the member in writing.

#### Examples of pre-service appeals include, but are not limited to:

- Pre-admission certifications
- Pre-certification of therapy services for preferred care contracts
- Pre-certification of radiology services
- Pre-procedure Review

#### Following are examples of what is not considered a pre-service appeal:

- Pre-determinations – Predetermination is a courtesy pre-review of physician services that are possibly non-covered because they are considered investigational, cosmetics or for durable medical equipment (DME) over \$3,000 and do not require pre-certification under the member's contract.
- Referrals by a Primary Care Physician (PCP) for recommended specialist or treatment

### What is the timeline for conducting an appeal?

The timelines below generally apply for most members:

- Urgent pre-service or concurrent appeals will be completed within 72 hours.
- Standard pre-service or concurrent appeals will be completed within 30 days (some groups may have other specific requirements).

### How do I request an appeal?

#### Pre-service or Concurrent Appeals

The phone numbers to call in order to request a pre-service appeal or extension of care are as follows:

- For inpatient hospital care, call **205-988-2245** (in Birmingham) or **1-800-248-2342** (toll free).
- For Preferred Physical Therapy or Occupational Therapy or care from a Participating Chiropractor call **205-220-7202**.

- For Preferred Radiology Services call **1-866-803-8002**

#### CareCore National, LLC

Attention: Appeals  
169 Myers Corners Road  
Mail Stop 600  
Wappingers Falls, NY 12590  
Fax: 845-298-1490

### What if I disagree with an initial appeal determination?

If the appeal continues to uphold the original adverse determination, the member's appeal rights will be defined in their SPD.

### Can I appeal a courtesy predetermination?

Predeterminations are provided by Blue Cross and Blue Shield of Alabama as a courtesy to our physicians and members for certain physician services which may or may not meet our Medical Policy criteria. These predeterminations are not a requirement of the member's or physicians' contracts, so they do not carry any formal pre-service appeal rights. In those instances where a predetermination decision has been provided, the provider or member may submit additional documentation for reconsideration. This additional information should include a letter asking for reconsideration which includes any and all information needed to make a decision. Only one reconsideration will be allowed per case. The contacts for predeterminations are as follows:

**Fax:** Courtesy Predetermination Reconsiderations  
**205-220-9560**

**Mail:** Courtesy Predetermination Reconsiderations  
PO Box 362025  
Birmingham, AL 35236