GAU REDIRECT GUIDANCE

Denial	Department/Vendor	Next Steps	Form/Portal
Other Carrier EOB Attached	Claims adjustment	Provider should submit claim adjustment form	- Submit other carrier EOB claim adjustment on portal - Claim adjustment form
Medical Records	Medical Records	Provider should submit Medical records request on portal with cover sheet or fax per fax number on cover sheet	- Submit medical records on portal - Medical Records cover sheet
No authorization, but PA is on file	Claims adjustment	Provider should submit claim adjustment form	- Submit claim adjustment with auth information via portal - Claim adjustment form
Claim is paid	Provider Review	Providers should review the paid claim for their records	
No referral	Provider Review	Specialist should review the date of denial. If PCP can backdate the PCP (180 days). PCP should be contacted to enter backdated referral	If Specialist is having issues obtaining a backdated referral within 180 days of today, they should contact ProviderRelations@bcbsri.org

COB-other carrier information required	Provider/Member	Provider must contact member to obtain correct COB information to be updated with BCSBRI	Member COB form
Unlisted Procedure	Unlisted Procedure Code Form (IC Review)	Provider must submit Unlisted Procedure code form via fax, mail or portal	DME Facility Physician
Claims denied by Optum – denial with lowercase 'b'	Optum	Provider must submit their appeals directly to Optum per Optum Directions on their letter.	
eviCore-code requires PA	eviCore	Provider must submit their appeal to eviCore per directions of denial letter.	
Prospect-code requires PA	Prospect	Providers must obtain an authorization from Prospect	
Prime- code requires PA	Prime	Providers must obtain an authorization from Prime	

MHK- code requires PA	MHK	Providers must obtain an authorization from MHK	
Commercial Appeal for Dental Services	United Concordia	Provider must submit Dental Appeals to UCD	Dental Claims Appeals P.O. Box 69427 Harrisburg, PA 17106-9427
FEP Appeals	BCBSRI GAU	GAU will triage the FEP appeals to the FEP team appropriately.	Please submit via email or fax as FEP appeals are out of scope on the Provider Portal Email: GAU_Complaints_Appeals@bcbsri.org Fax: 401-459-5005