

# Provider Update

Special Edition

March 30, 2016

## **Re: Payment Dispute Requests and Refunds**

Dear Gateway Health Provider:

### **Fax number to submit payment dispute requests and refund forms**

In an effort to improve the processing time and for the convenience of our providers, Gateway Health has setup a new fax number to receive payment dispute requests.

**Fax number: 1-844-207-0334**

Beginning on **April 4, 2016, for all lines of business**, please use the fax number listed above to submit your payment dispute requests (administrative claims reviews). These are requests that are not regarding medical necessity rather are administrative in nature such as, but not limited to, disputes regarding the amount paid, appeals of denials regarding lack of modifiers, refunded claim payments due to incorrect payment or coordination of benefit issues.

Clinical Appeals regarding Medical Necessity will continue to be faxed to 1-855-501-3904. Examples of Clinical Appeals are cases that are denied due to lack of prior authorization or denied based on medical necessity.

Please note: This fax number **does not** apply to initial claims. Initial claims will continue to be submitted electronically to Emdeon and RelayHealth.

### **We are here to help you**

If you have any questions regarding this notice, please contact:

- Your provider relations representative or call the Gateway Provider Services Department

- Gateway's Provider Services Department hours of operation: 7:00AM-5:00PM Monday through Friday.
- You can call us at:
  - 1-855-847-6381 (KY Medicare)
  - 1-855-847-6431 (NC Medicare)
  - 1-888-447-4370 (OH Medicare)
  - 1-800-685-5205 (PA Medicare)
  - 1-800-392-1145 (PA Medicaid)

Sincerely,

Gateway Health Plan<sup>SM</sup>