

# Reconsideration > Appeal > State fair hearing

## Reconsideration

### Why should a provider submit a reconsideration?

- When a claim underpays or denies inappropriately
- It is no longer a requirement to request a reconsideration prior to requesting an appeal

### When does a reconsideration need to be submitted?

- 120 calendar days from remit (plus three calendar days for mailing)



### How can a reconsideration be submitted?

- Call Provider Services at **1-800-454-3730**.
- Submit it through the Availity Portal.
- Mail it with the *Reimbursement Reconsideration Submission Form*.



## Appeal

### Why should a provider submit an appeal?

- When a claim underpays or denies inappropriately



### When does an appeal need to be submitted?

- 60 calendar days (plus three calendar days for mailing) from the remit or reconsideration determination letter date

### How can an appeal be submitted?

- Through the Availity Portal; the provider must include the note "Please bypass reconsideration and consider this appeal."
- Mail it with the *Claim Payment Appeal Submission Form*.

## State fair hearing

### Why should a provider submit a state fair hearing?

- When a claim underpays or denies inappropriately and the appeal determination letter was upheld

### When does a state fair hearing need to be submitted?

- 120 calendar days from appeal determination letter date (plus three calendar days for mailing)
- An appeal must be denied prior to submitting a request for state fair hearing



### How can a state fair hearing be submitted?

- By fax to: **785-296-4848**
- By mail to: Kansas Office of Administrative Hearings, 1020 S. Kansas Ave., Topeka, KS 66612-1327



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## Amerigroup Kansas, Inc. website resources

*Claim payment appeals — Changes and Clarifications Provider Update (May 2017)*

[https://providers.amerigroup.com/Public%20Documents/KSKS\\_CAID\\_PU\\_ClaimPaymentAppealChange.pdf](https://providers.amerigroup.com/Public%20Documents/KSKS_CAID_PU_ClaimPaymentAppealChange.pdf)

*Availity Portal Job Aid: Provider Guide — How to Submit Appeals on Availity*

[https://providers.amerigroup.com/ProviderDocuments/KSKS\\_CAID\\_HowtoSubmitAppealonAvaility.pdf](https://providers.amerigroup.com/ProviderDocuments/KSKS_CAID_HowtoSubmitAppealonAvaility.pdf)

*Reimbursement Reconsideration Submission Form*

[https://providers.amerigroup.com/ProviderDocuments/KSKS\\_CAID\\_ReimbursementReconsiderationForm.pdf](https://providers.amerigroup.com/ProviderDocuments/KSKS_CAID_ReimbursementReconsiderationForm.pdf)

*Claim Payment Appeal Submission Form*

[https://providers.amerigroup.com/ProviderDocuments/KSKS\\_ClaimPaymentAppealForm.pdf](https://providers.amerigroup.com/ProviderDocuments/KSKS_ClaimPaymentAppealForm.pdf)

Provider manual

[https://providers.amerigroup.com/ProviderDocuments/KSKS\\_Prov\\_Manual.pdf](https://providers.amerigroup.com/ProviderDocuments/KSKS_Prov_Manual.pdf)

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## Additional provider support

### **Provider Services:**

Live agents are available at 1-800-454-3730, Monday-Friday from 8 a.m.-5 p.m., Central time.

### **Provider Relations:**

If you do not know who your Provider Relations representative is, please refer to our list of representatives online at: [https://providers.amerigroup.com/ProviderDocuments/KSKS\\_ProviderReps.pdf](https://providers.amerigroup.com/ProviderDocuments/KSKS_ProviderReps.pdf).

Providers may also contact our Provider Relations hotline at 913-749-5955, ext. 50490, or email [ks1provrel@amerigroup.com](mailto:ks1provrel@amerigroup.com).