

Provider claim payment dispute update

In the [August 2018 Provider NewsBlast](#), providers were notified about future provider manual updates and new tools for electronic submission for claim disputes that will become available through the Availity Portal. (Please note: New functionality has been delayed from September 1, 2018, to September 6, 2018.) As a result of the Availity Portal enhancements, you will soon see changes in the provider manual that will outline this new information regarding claim remediation tools as well as a full description of the provider claim payment dispute process.

To register for an Availity overview of Claim Payment Disputes, see page three of this communication.

We also want to provide a summary of the changes with the new claim payment dispute process that will be outlined within the provider manual:

	Prior to September 6, 2018	Changes effective September 6, 2018
Dispute level name change	<ol style="list-style-type: none"> 1. Provider Payment Dispute 2. Regulatory Complaint/Independent Review 	<ol style="list-style-type: none"> 1. Claim Payment Reconsideration 2. Claim Payment Appeal 3. Regulatory Complaint/Independent Review
Dispute level descriptions	<ul style="list-style-type: none"> • Claim Payment Reconsideration: This represents your initial request for an investigation into the outcome of the claim. Most issues are resolved at the claim payment reconsideration step. • Claim Payment Appeal: This is the second step in the provider payment dispute process; if you disagree with the outcome of the Reconsideration, you may request an additional review as a Claim Payment Appeal. • Regulatory Complaint/Independent Review: If you disagree with the outcome of the Claim Payment Appeal, the State of Tennessee offers an Independent Review process. 	
Submitting a dispute	<ul style="list-style-type: none"> • Providers may submit a claim payment dispute through: <ol style="list-style-type: none"> 1) Amerigroup Community Care Provider Portal PSS Lite. 2) In writing 3) Contacting Provider Services at 1-800-454-3730. 	<ul style="list-style-type: none"> • Providers may submit a claim payment dispute through: <ol style="list-style-type: none"> 1) NEW! Availity Portal. 2) In writing. 3) Contacting Provider Services at 1-800-454-3730.

<p>Checking dispute status</p>	<ul style="list-style-type: none"> • Call Provider Services at 1-800-454-3730. 	<ul style="list-style-type: none"> • NEW! Providers can check the status of disputes post September 6 at https://www.availity.com. • Call Provider Services at 1-800-454-3730.
<p>Dispute outcome letters</p>	<ul style="list-style-type: none"> • When a dispute is submitted or has been finalized, Provider receives a letter through the USPS. 	<ul style="list-style-type: none"> • NEW! All Disputes submitted post September 6 will have letters posted as PDF on the Availity Portal. • In addition, Providers will continue to have the option to receive letters through USPS.

You are invited!

Availity Claim Payment Disputes

Amerigroup Community Care and Availity cordially invite you and your staff to an Availity training webinar. Availity, our online provider web tool, should be used to submit payment disputes.

Live webinar:

- Friday, August 31
2-3 p.m. Eastern time
- Tuesday, September 18
2-3 p.m. Eastern time
- Wednesday, October 24
2-3 p.m. Eastern time
- Thursday, September 6
2-3 p.m. Eastern time
- Thursday, October 4
2-3 p.m. Eastern time

To register:

1. Log in to the Availity Portal > Select **Help & Training** > Select **Get Trained**.
2. From the Availity Learning Center, enroll using one of the following methods:
 - a. Select the **Dashboard** dropdown arrow > Select **Catalog** > Select **Sessions** > Select the date of the webinar > Select the webinar title > Select **Enroll**.
 - b. While in the *Catalog*, select the search button > Enter the webinar title > Select **Enroll**.

