

BROWN & TOLAND PROVIDER DISPUTE RESOLUTION REQUEST FORM

NOTE: SUBMISSION OF THIS FORM CONSTITUTES AGREEMENT NOT TO BILL THE PATIENT

INSTRUCTIONS

- Please complete the below form. Fields with an asterisk (*) are required.
- Be specific when completing the DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute. Do not include a copy of a claim that was previously processed.
- Multiple "LIKE" claims are for the same provider and dispute but different members and dates of service.
- **For routine follow-up and standard questions, you may call Brown & Toland Customer Service at (415) 972-6002.**
- Mail the completed form to:
 Brown & Toland Provider Dispute Unit
 P.O. Box 72710
 Oakland, CA 94612-8910

*PROVIDER NPI:	PROVIDER TAX ID:
*PROVIDER NAME:	
PROVIDER ADDRESS:	

PROVIDER TYPE MD Mental Health Professional Mental Health Institutional Hospital ASC
 SNF DME Rehab Home Health Ambulance Other _____

(please specify type of "other")

CLAIM INFORMATION Single Multiple "LIKE" Claims (complete attached spreadsheet) *Number of claims:* _____

* Patient Name:	Date of Birth:
* Health Plan ID Number:	Patient Account Number:
Original Claim ID Number: (If multiple claims, use attached spreadsheet)	
Service "From/To" Date: (* Required for Claim, Billing, and Reimbursement Of Overpayment Disputes)	Original Claim Amount Billed:
	Original Claim Amount Paid:

DISPUTE TYPE

- | | |
|--|--|
| <input type="checkbox"/> Claim | <input type="checkbox"/> Seeking Resolution Of A Billing Determination |
| <input type="checkbox"/> Appeal of Medical Necessity / Utilization Management Decision | <input type="checkbox"/> Contract Dispute |
| <input type="checkbox"/> Disputing Request For Reimbursement Of Overpayment | <input type="checkbox"/> Other: |

*** DESCRIPTION OF DISPUTE:**

[] CHECK HERE IF ADDITIONAL
 INFORMATION IS ATTACHED
 (Please do not staple)

EXPECTED OUTCOME:

Contact Name (please print)

Title

Phone Number

Signature

Date

()

Fax Number

For Health Plan/RBO Use Only

TRACKING NUMBER _____ PROV ID# _____

CONTRACTED _____ NON-CONTRACTED _____

PROVIDER DISPUTE RESOLUTION REQUEST
For use with multiple "LIKE" claims (claims disputed for the same reason)

	* Patient Name		Date of Birth	* Health Plan ID Number	Original Claim ID Number	* Service From/To Date	Original Claim Amount Billed	Original Claim Amount Paid
	Last	First						
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

CHECK HERE IF ADDITIONAL
 INFORMATION IS ATTACHED
 (Please do not staple)
 HICE Approved 10/5/07, 8/1/23 eff. 1/1/08

PROVIDER DISPUTE RESOLUTION REQUEST

Tracking Form

(For Optional Use by Health Plan/Delegated Provider)

INSTRUCTIONS

- This optional form may be used to track the status, time-frames and disposition of the Provider Dispute Resolution.
- The entity processing the Provider Dispute Resolution should track the following information internally for ensuring compliance with regulations and for later reporting to the appropriate entity.

TRACKING NUMBER:		PROVIDER ID or NPI#:	
a. PROVIDER NAME:		b. CONTRACTED PROVIDER: ____ YES ____ NO	
c. DATE DISPUTE RECEIVED (Date Stamped):		d. DATE OF INITIAL PAYMENT OR ACTION:	
e. WAS DISPUTE RECEIVED WITHIN TIMEFRAME? (c – d) ____ YES ____ NO (If NO, should be returned to provider without action)			
f.1. DISPUTE TYPE: <input type="checkbox"/> CLAIM <input type="checkbox"/> APPEAL OF MEDICAL NECESSITY/UM DECISION <input type="checkbox"/> BILLING DETERMINATION			
<input type="checkbox"/> OVERPAYMENT DISPUTE <input type="checkbox"/> CONTRACT DISPUTE <input type="checkbox"/> OTHER _____ (Please specify type of "other")			
f.2. PROVIDER TYPE: <input type="checkbox"/> PROFESSIONAL <input type="checkbox"/> INSTITUTIONAL <input type="checkbox"/> OTHER			
g. DATE DISPUTE ACKNOWLEDGED:		h. TURNAROUND TIME (g – c):	

TYPE OF LETTER SENT: (List the various ICE letters as applicable)

IF NO ADDITIONAL INFORMATION REQUESTED:

j. DATE OF ACTION:	k. ACTION TURNAROUND TIME (j – c):	l. TYPE OF ACTION <input type="checkbox"/> UPHELD <input type="checkbox"/> OVERTURNED <input type="checkbox"/> OTHER
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IF ADDITIONAL INFORMATION REQUESTED:

m. DATE ADDITIONAL INFO REQUESTED:		n. TURNAROUND TIME (m – c):	
o. DATE ADDITIONAL INFO RECEIVED:		p. RECEIPT TURNAROUND TIME (o – m):	
q. DATE OF ACTION:	r. ACTION TURNAROUND TIME (q – o):	s. TYPE OF ACTION <input type="checkbox"/> UPHELD <input type="checkbox"/> OVERTURNED <input type="checkbox"/> OTHER	

COMPLETE DESCRIPTION OF DETERMINATION RATIONALE:
