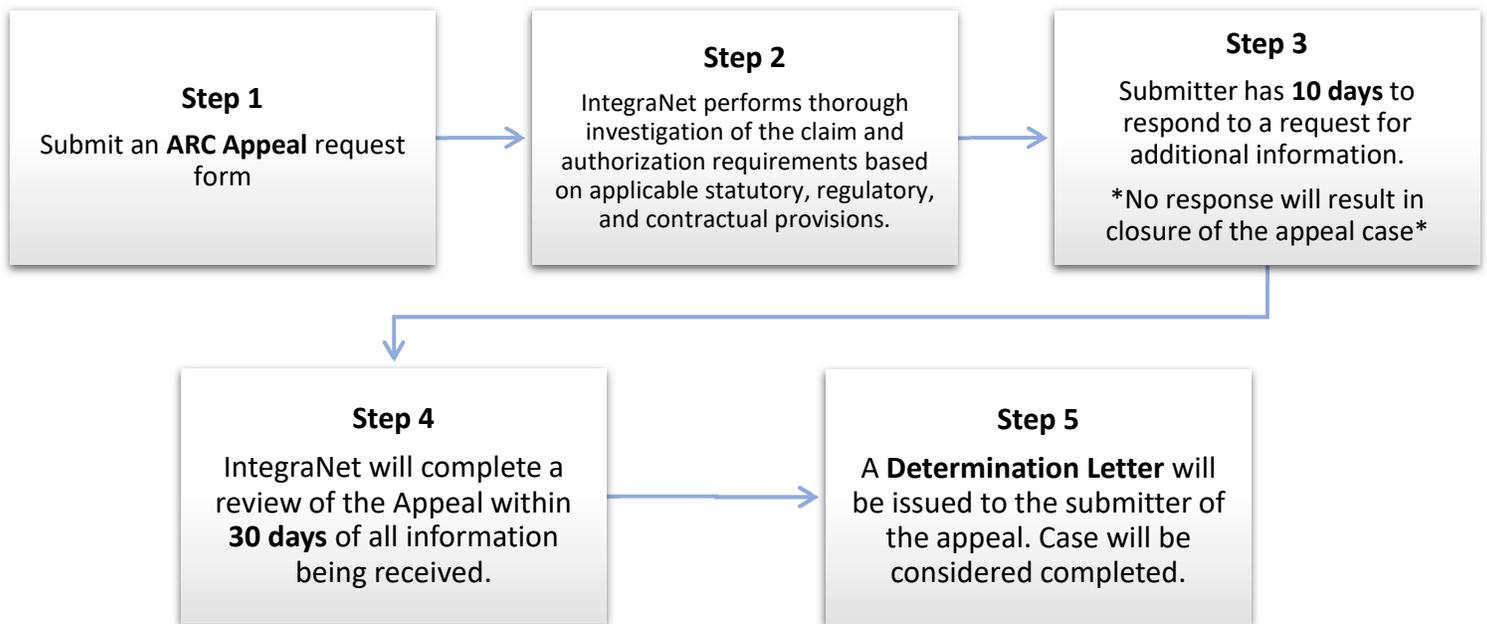IntegraNet has established a unique Claims Appeal process that permits providers to dispute IntegraNet's decisions for claim denials due to authorization related reasons.   This process is for all Authorization Related Claims (ARC) denials meaning a claim has been filed and the denial is related to an authorization issue for the following reasons:

- ❖ Denial due to **services exceeding authorization**
- ❖ Denial due to **lack of supporting documentation** to finalize authorization
- ❖ Request for **late notification** (beyond 30-day retro-auth period)
- ❖ IntegraNet **DOES NOT** overturn authorization determinations already made by Utilization Management

See Claim Reconsideration-Appeal Process for disputes not authorization related.

➢ <u>Must be filed, in writing, to the Appeals Department within **180 days** of the **date** of the **Explanation of Payment**</u>.

ARC-APPEAL Process

Step 1	Step 2	Step 3
Submit an **ARC Appeal** request form	IntegraNet performs thorough investigation of the claim and authorization requirements based on applicable statutory, regulatory, and contractual provisions.	Submitter has **10 days** to respond to a request for additional information. *No response will result in closure of the appeal case*

Step 4	Step 5
IntegraNet will complete a review of the Appeal within **30 days** of all information being received.	A **Determination Letter** will be issued to the submitter of the appeal. Case will be considered completed.

Methods of Appeal Submission		
FAX	**MAIL**	**ELECTRONIC FORM**
Appeals & Grievances RE: ARC Appeal 832-320-7221	Appeals & Grievances RE: ARC Appeal 2900 N. Loop W. Suite 700 Houston, TX 77092	https://form.jotform.com/210314750232138 Appeal Status: https://form.jotform.com/210288349839064

Retro-Authorizations is defined as request that are less than 30 days from the date of service. Retro-authorizations are filed through the Utilization Management Department at https://www.integranethealth.com/page/authreferrals
Please review PLUTO for codes that may require prior authorization. This tool is **NOT** a guarantee of coverage. https://providers.amerigroup.com/Pages/PLUTO.aspx. **Providers are solely responsible for verifying authorization requirements prior to rendering services. All providers not contracted with IntegraNet should contact UM.**