



Northwest Physicians Network
An Independent Physicians Association

Attention Non-Contracted Medicare Providers

Appeals Process for Non-contracted Medicare Providers

Pursuant to federal regulations governing the Medicare Advantage program, non-contracted providers may request reconsideration (appeal) of a Medicare Advantage plan payment denial determination. To appeal a claim denial, submit a written request within 60 calendar days of the remittance notification date and include at a minimum:

- A statement indicating factual or legal basis for appeal
- A signed Waiver of Liability form
- A Waiver form can be obtained on http://www.humana.com/resources/support_center/forms.aspx
- A copy of the original claim
- A copy of the remittance notice showing the claim denial
- Any additional information, clinical records or documentation

Fax or mail the appeal request to:

Humana Inc
Appeals and Grievance Department
PO Box 14165
Lexington, KY 40512-4165
Fax: 1-800-949-2961

Payment Dispute Process for Non-contracted Medicare Providers

Pursuant to federal regulations governing the Medicare Advantage program, non-contracted providers may file a payment dispute for a Medicare Advantage plan payment determination. A payment dispute may be filed when the provider disagrees with the amount paid, including issues related to bundling of services. To dispute a claim denial, submit a written request within 120 calendar days of the remittance notification date and include at a minimum:

- A statement indication factual or legal basis for the dispute
- A copy of the original claim
- A copy of the remittance notice showing for the claim payment
- Any additional information, clinical records or documentation to support the dispute

Fax or mail the payment dispute to:

Humana Inc
Appeals and Grievance Department
PO Box 14165
Lexington, KY 40512-4165
Fax: 1-800-949-2961

For additional information on the Non-contracted Appeal and Dispute processes including a form that may be used to facilitate your request for appeal or dispute, please go to www.humana.com

Northwest Physicians Network/Claims Department