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**UPDATE: Molina Healthcare of New Mexico, Inc. (Molina Healthcare) Provider Reconsideration Review (PRR) Request.**

**Effective Immediately – PRR requests will be returned to the practitioner/provider if the PRR request does not:**

- Provide the specific reason(s) for the PRR;
- Have adequate supporting documentation; and/or
- Fit PRR criteria (listed below).

Should your PRR be returned to you for any of the reasons listed above, please remember that the filing limit for reviews will not be extended. The original date of the denial will still be the date used to determine timely filing of the PRR.

**PRR Criteria – the PRR MUST include the following information before review:**

1. A PRR Form completed in its entirety with specific reason of dispute.

**Please Note:** the following reasons are not considered specific reasons, and will be rejected:

- Claim paid incorrectly/wrong; and/or
- Disagree with payment/denial.

Examples of specific request and reason(s) for request:

- Disagree with denial of attached claim(s) for timely filing – see attached Explanation of Benefits (EOB) date of payment/denial from primary carrier;
  - Disagree with payment of attached claim(s) – payment was calculated at old contract rate, this is for date of service after new contract rate of (DATE); and/or
  - Disagree with denial of CPT code 99999 as included in code 88888 – CPT/CMS guidelines allow these two codes together with appropriate modifier. Also attached are medical notes for review.
2. A copy of the original claim;
  3. A copy of claim EOB/Remittance Advice (RA); and
  4. Any additional information that will support the reason for your reconsideration review request.

The resubmission of a corrected claim(s) or submission of requested information will no longer be considered PRRs. ALL corrected claims MUST be submitted to Molina Healthcare Claims Department as new claim submissions. We will forward all corrected claims received as PRRs to the Claims Department for processing for the remainder of 2011. Effective January 1, 2012, all claims resubmissions received as PRRs will be returned back to the practitioner/provider.

Please contact your Provider Service Representative toll free at (800) 377-9594 with any questions.

Thank you,

Network Management Operations