

**PROVIDER BULLETIN**  
**FORMAL APPEALS**

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) ensures that providers may bring to its attention their concerns regarding claims denials. Provider concerns addressed here are specific to provider interests (as opposed to individual Member interests or provider issues initiated on behalf of a Member). Molina Healthcare evaluates provider appeals in a consistent, impartial and timely manner to ensure compliance with state and federal laws, regulations and standards.

1. Items that are handled as **Formal Provider Appeals** include:
  - Denial of a claim due to a Utilization Management decision (denial of prior authorization); and/or
  - Disagreement with a Provider Reconsideration Request (PRR) decision.
2. **Appeals must be submitted in writing** to Molina Healthcare for utilization management issues (e.g. denials resulting from not obtaining prior authorization for some or all types of services and/or for all dates of service) and for PRR denials.

Documents needed for hospital prior authorization appeals include the admission history and physical, discharge summary, progress notes and medication lists. These are the only documents required: the entire chart is not needed.

Please submit all Formal Appeals to:

**Network Management and Operations / Appeals**  
**Molina Healthcare of New Mexico, Inc.**  
**P.O. Box 3887**  
**Albuquerque, NM 87190-9859**

3. Please note the timeframes for processing and resolving appeals.

Type	Timeline
Appeal	<ul style="list-style-type: none"><li>• Filing Limit: Ninety (90) calendar days from the date of notice of action. Timely submission of appeals will be enforced.</li><li>• Any appeal outside the ninety (90) calendar days will not be considered.</li><li>• Resolution: Thirty (30) calendar days from receipt.</li></ul>
Exhausted Appeals (2 <sup>nd</sup> and 3 <sup>rd</sup> submission of the same appeal)	Providers have one level of a formal appeal. Any request to review an appeal that has been reviewed previously and finalized will not be reconsidered.

If you have any questions, please contact Provider Services in **Albuquerque at (505) 341-7493** or toll free at **(888) 825-9266** and a representative will be glad to assist you.