



eSolutions

Appeals User Guide

Welcome

Thank you for subscribing to the eSolutions Appeals service. This services allows you to request an appeal package with fillable forms for claims that have been denied by a payer. The following guide will provide you the necessary information to gain the maximum benefits from this service.

Requirements

You can only request an appeal package for claims that have been forwarded to a payer. In addition, an appeal package will only be delivered for Payers that we have forms available.

Appeal Package

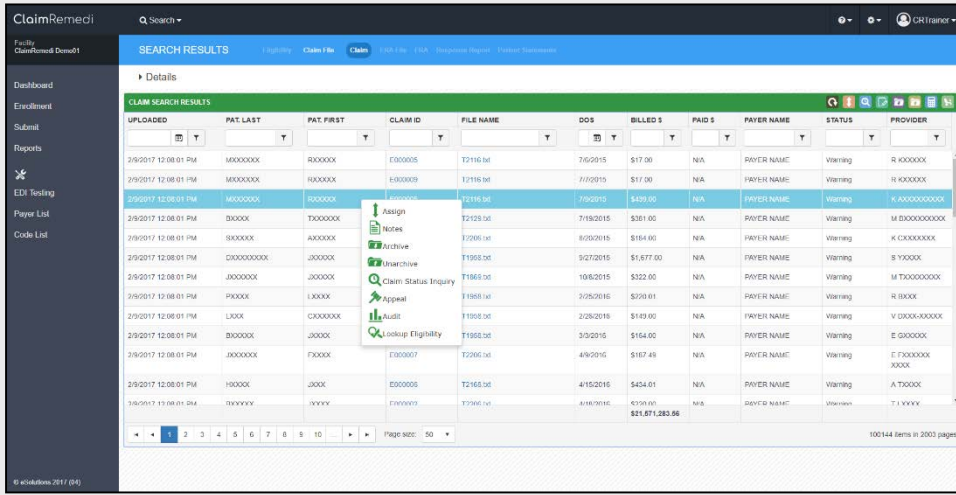
The appeal package that will be delivered is a zip file that contains:

- 1.** Mapped editable PDF Form filled out with available data from the claim and EOB
- 2.** Copy of the CMS-1500 or UB-04
- 3.** Copy of the EOB if available

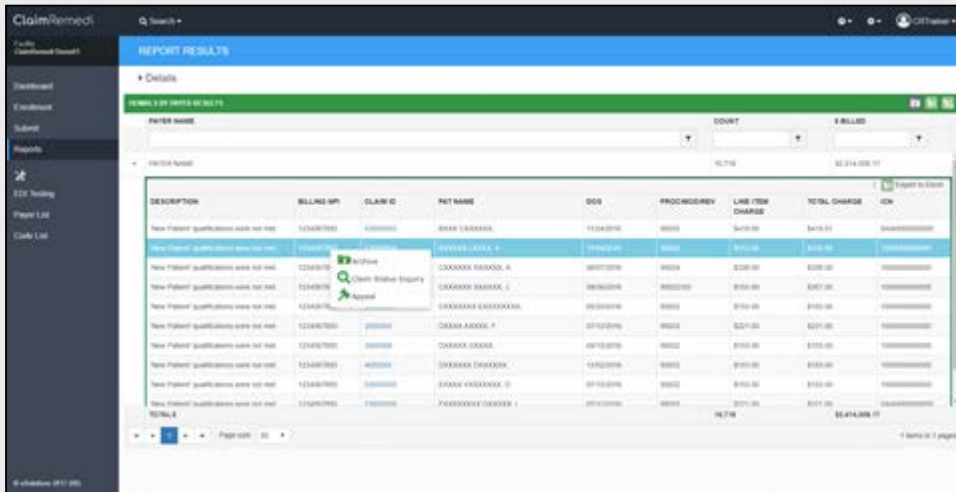
Requesting an Appeal

There are two places where you can request an appeal.

1. Claim Search: Click on "Search" and select "Claim"



2. Denial Report: Click on "Reports", then select the "Denials By Payer" Report:



From both displays, right clicking on a claim will provide you an option to request an appeal package.

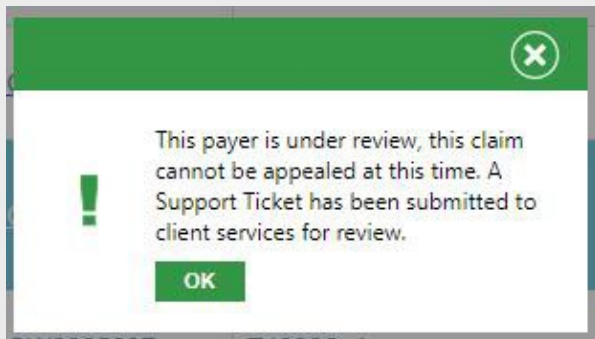
Behind the scenes

When you request an appeal package:

1. The system enters a history record that an appeal was requested
2. The system appends the claims status with an Appealed Status.

Unmapped Payers

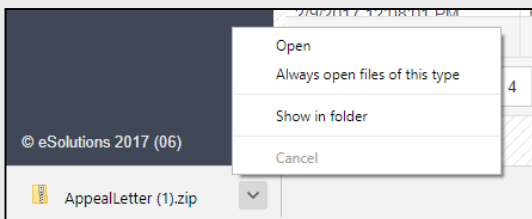
Although every effort is made to map forms that payers require for appeals, we realize this is an ongoing effort. If you should request an appeal package for a payer that we currently do not have mapped you will get the following message:



When this occurs, a ticket will be opened with our Customer Services department and we will research the appeal process for the payer and follow up with you once this research is completed.

Downloading an Appeal Package

Your Appeal Package will automatically download once it is created:



Support

You will continue to access support the same way that you do today. Please title all inquiries with Appeals and your request will be routed appropriately. You can always reach support by emailing clientservices@esolutionsinc.com.