



**Beacon Health Options of Kansas Standard Turn around Times on Denials and Appeals**

<b>Indicator</b>	<b>Administrative Denial</b>	<b>Medical Necessity Denial</b>
Notice of denial to Provider	14 calendar days from receipt of authorization request	14 calendar days from receipt of authorization request
Reconsideration	N/A	1 business for Beacon to have discussion with provider
Beacon notice of denial of payment	Orally at the time of the adverse determination	Orally at the time of the adverse determination
Letter by Beacon regarding Expedited Appeal decision	3 business days from receipt of notification	3 business days from receipt of notification
Beacon Denial to Expedite Appeal Request	Oral Immediately, written within 2 calendar days of receipt of request	Oral Immediately, written within 2 calendar days of receipt of request
Provider/Member verbal notice of Appeal	30 calendar days of receipt from initial notification	30 calendar days of receipt from initial notification
Provider/Member written notice of Appeal	30 calendar days from receipt of initial notification (not from verbal notice to appeal)	30 calendar days from receipt of initial notification (not from verbal notice to appeal)
Letter by Beacon regarding receipt of Appeal Request	On receipt	On receipt
Letter by Beacon regarding appeal decision sent	14 calendar days from receipt of appeal	14 calendar days from receipt of appeal
Discontinuation of benefit following an appeal	NA	Following end of withdrawal of the appeal, within 10 days if the client has not requested a state fair hearing, the state fair hearing delivers an adverse determination, or the authorization expires
Retention of Information	Appeals records are maintained for the greater of the time of either ten years or six years after the expiration or termination of the contract.	Appeals records are maintained for the greater of the time of either ten years or six years after the expiration or termination of the contract.

Member Requested Extensions	14 calendar days from receipt of appeal	14 calendar days from receipt of appeal
Beacon Requested Extensions	14 calendar days from receipt of appeal. KDADS must approve the extension.	14 calendar days from receipt of appeal. KDADS must approve the extension.
State Fair Hearing	30 calendar days from receipt of notification	30 calendar days from receipt of notification