

## Administrative and Clinical Denial and Appeal Timeframes



Indicator	Administrative Denial	Medical Necessity Denial
Decision made without verbal discussion between practitioner and Beacon Health Options doc	N/A	3 business days to request discussion
Reconsideration	N/A	1 business for Beacon to have discussion with provider
Expedited Appeal Request (verbal or in writing, if verbal no follow-up in writing is required)	Immediately	Immediately
Letter by Beacon Health Options (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 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	5 business days from receipt of appeal	5 business days from receipt of appeal
Letter by Beacon regarding appeal decision sent	14 calendar days from receipt of appeal	14 calendar days from receipt of appeal
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. SRS must approve the extension.	14 calendar days from receipt of appeal. SRS must approve the extension.
State Fair Hearing	30 calendar days from receipt of notification	30 calendar days from receipt of notification