External Claims - Provider Appeal Process - Level One Contract CM / LCM Claims Management Leadership Management Receive Appeal Form from provider Stamp receipt date Log appeal on Appeal Tracking spreadsheet Appeal received Deny appeal timely? Yes No Active Authorization No Authorization? appropriate? Yes Yes Complete authorization Review / Update Active Rate? Fee Schedule Yes Other Issue? Investigate issue No Appeal Form Issues resolved? reviewed; signed Appeal Override Funding authorization Create authorization Source on appeal to needed to pay to process appeal pay claim from GF appeal? Process appeal in PCE following External Claim **Process Update Appeal** File Appeal Form Tracking spreadsheet Notify provider of appeal outcome