Summit Pointe – External Claims – Provider Appeal Process – Level Two, Level Three CM / LCM Claims Management Leadership **SWMBH** Receive Appeal Form from provider Stamp receipt date Log appeal on Appeal Tracking spreadsheet Appeal received Deny appeal timely? Yes Review appeal Level 2 Appeal? Yesdocumentation Level 3 Appeal? Appeal Appropriate? Yes Yes Copy previous appeal forms and Appeal supporting Appropriate? documentation. Νo Send to SWMBH. Appeal Form Yes reviewed; signed Appeal Form reviewed; signed Appeal Override Funding authorization Create authorization Source on appeal to needed to pay to process appeal pay claim from GF appeal? Deny appeal Process appeal in PCE following External Claim Process **Update Appeal** File Appeal Form Tracking spreadsheetNotify provider of appeal outcome