

INSTRUCTIONS FOR

Denial of Services and Resubmission for Payment

Effective 7/1/06, Eastpointe no longer pays providers until reimbursement is received. Providers are also responsible for working their denials and resubmitting for payment.

Attachment #1 is a list of denial codes. The denial code is listed to the left of the form with the description beside it. When denials are sent to providers it will give you the following: Client name, LME record number, Date of service, Charge, and Denial Code. In order to work the denial you will match the denial code to the description on the denial list – Attachment #1.

Attachment #2 is the billing sheet to resubmit the service(s) for payment after the provider has resolved the denial issue. This form is emailed to Terry Boyette for processing at tboyette@eastpointe.net. **Providers can not enter the resubmission through Carelink.**

If you have questions concerning the denial process you may contact Kay Croom at kcroom@eastpointe.net. For questions concerning the resubmission of denials you may contact Terry Boyette at tboyette@eastpointe.net.