

MRR APPEAL INSTRUCTIONS

APPEAL PROCESS

Medi-Cal/ QI Billing Summary Report San Diego County Mental Health Services

BHS Quality Management has developed the following 2-level process for a provider appeal of a disallowed service(s) decision. Please note that only disallowed services may be appealed. Items out of compliance, but not disallowed should be discussed with the QI Specialist who conducted the review and elevated to the QI Supervisor if necessary.

1. QI Specialist will mail the provider a formal written report outlining the results of their medical record review within 30 days of review completion.
2. Provider has 14 days from the date of the cover letter attached to the written report to request a first level appeal.
3. First level appeal must be in writing, specify which disallowed service(s) is being appealed, reason why, and include any supporting documentation from the medical record. Appeal should be marked “confidential” and mailed directly to QM Program Manager. Appeals mailed to the QI Specialist will not be accepted.
4. First level appeal decision will be made within 7 working days from receipt of appeal letter. Provider will be informed of this decision in writing.
5. Should provider disagree with first level decision, provider has 7 working days from receipt of written decision to request a second level appeal. Second level appeal must be in writing, specify which disallowed service(s) is being appealed from first level decision, and reason why, and supporting documentation. Appeal should be marked “confidential” and mailed directly to the QI Director.
6. Second level appeal decision will be made within 7 working days from receipt of appeal letter. Provider will be informed of this decision in writing.

Mailing address for Quality Improvement:
County of San Diego
Behavioral Health Services
P.O. Box 85524 Mailstop P-531G
San Diego, CA 92186-5524

Any questions regarding this procedure may be directed to QM Program Manager at 619.563.2747