

Secure Provider Portal

Submit Claim Appeals



SuperiorHealthPlan.com

Providers have the ability to appeal a claim and attach documentation to any claim online through Superior HealthPlan's Secure Provider Portal. Review the steps below to see the process for appealing a claim and attaching documentation.

- 1. Log into the Secure Provider Portal: Provider.SuperiorHealthPlan.com
- 2. Use the navigation bar at the top to select the **Claims** feature.
- 3. Select Individual in the Claims toolbar.
- 4. Click the **Claim Number** in the CLAIM NO. column for the specific claim that needs to be appealed.

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5. Once the claim is opened, select **Appeal Claim** from the details page to begin an appeal.

Please note: Claims with a status of PAID or DENIED can be appealed online. Claims with a PENDING status cannot be appealed until adjudicated.

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		Claim Acc	cepted In	Process	Paid	
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After clicking **Appeal Claim**, users will be directed to the Attachments page.

- 6. On the Attachments page, click **Choose File** to attach supporting documentation.
- 7. Select the Attachment Type and then click **Attach**. The attachment file name will appear when it has been successfully uploaded to the claim.

Attachments			
Do NOT send password protected files.	You must click ATTACH for each file bei	ng submitted.	
file*	Attachment Type*		
Choose File No file chosen	Select Type	~	Attach
	Select Type Primary Carrier EOB		
These are an attached fire	Medical Records		
There are no attached files.	Consent Form DME or Bx Invoice		
	Proof of Timely Filing		
	Claim Adjustment Form (CAF)	ppeals	
			Next →

Please note: There is a 30MB limit and only .jpg, .tif, .pdf and .tiff are supported file types for attachments.

	An attachment is required for claim appeals		Next →
Attachments			
*Do NOT send password protected files.	You must click ATTACH for each file being submitted.		
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Attachment Name	Туре		
TX_TX_6663692_test.pdf	Medical Records		Remove X
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8. Click **Remove** to withdraw the attachment, when necessary.

9. The Review page is used to review and confirm claim details. Once confirmed, click **Submit**.

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Patient's Account Number:								
General Info								
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Secure Provider Portal: Submit Claim Appeals

10. When the claim is successfully submitted, the **Web/Ref#** (web/reference number) will display as confirmation.

Please note: The Web/Ref# number is not a claim number. It only serves as confirmation that the claim was submitted using the Secure Provider Portal.

superior healthplan.			Eligit	ility Patie	ents Authoriza	tions Claims	Messaging	2 Help	
Viewing Claims For :	TIN 751837454	~	Plan Type Medicaid / CHIP	~	GO		a	Upload EDI	Create Claim
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