

External Review Organization

Procedures for Medical Necessity Appeals

If you are not satisfied with the determination after the required levels of appeal are completed for a Medical Necessity appeal through ASH, there is an option to pursue one of the two voluntary levels of appeal.

Arbitration

You may request that the case be reviewed through arbitration. For information on the arbitration process, please contact the American Arbitration Association (AAA) at 877-495-4185 or logon to AAA's official website at www.adr.org. The arbitration decision is binding upon ASH and you, the Contracted Practitioner, and thus result in you waiving your right to External Review.

External Review

You may elect to have your case reviewed by an external review organization. The determination of the ERC shall be final and binding on ASH and you, the Contracted Practitioner, and thus shall result in you waiving your right to arbitration.

Following is the procedure for requesting an external review:

Charge to Practitioner: \$50.00 filing fee

Send request to:

American Specialty Health
P.O. Box 509001
San Diego, CA 92150
800-972-4226

ASH will coordinate the review request with the following external review organization:

Medical Review Institute of America (MRIoA)
2875 South Decker Lake Drive, Ste 300
Salt Lake City, UT 84119
PO Box 25547
Salt Lake City, UT 84125