MHS Provider Portal Enhancement (Effective 4/3/2020)

Claim Reconsiderations & Denial Explanations

Enhancement features include:

• Payment Code Description

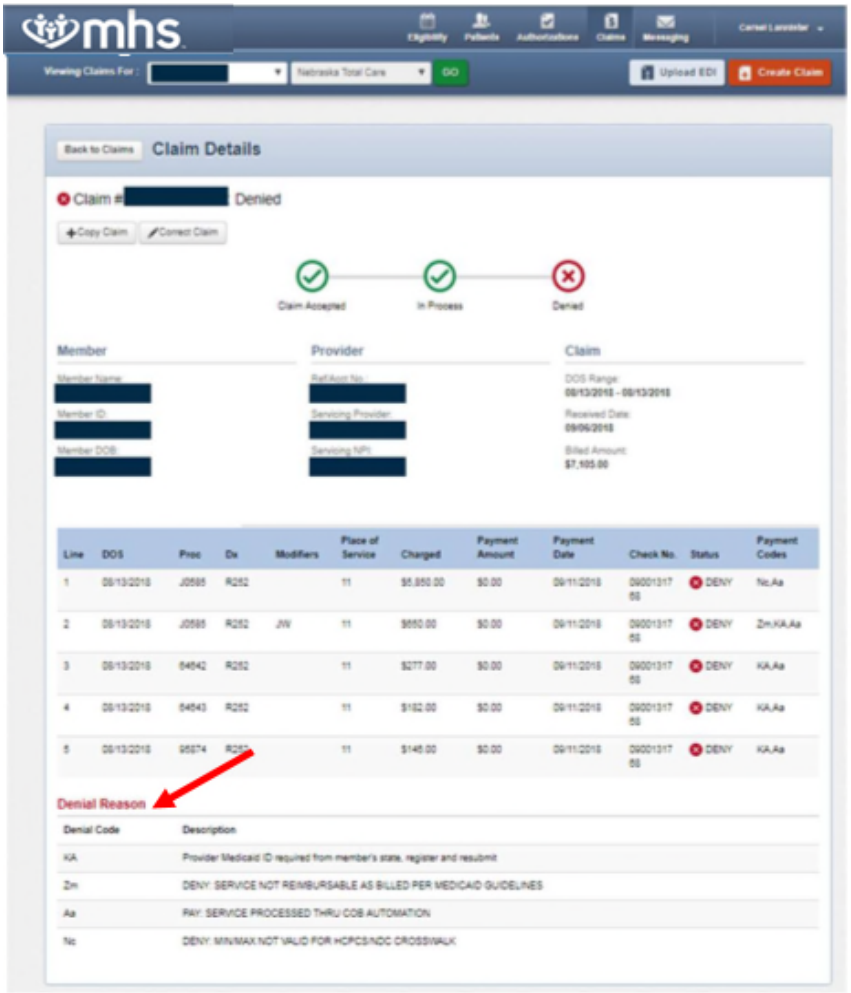
• Filter Functionality

• Submit Reconsiderations

• Claims Payment Details

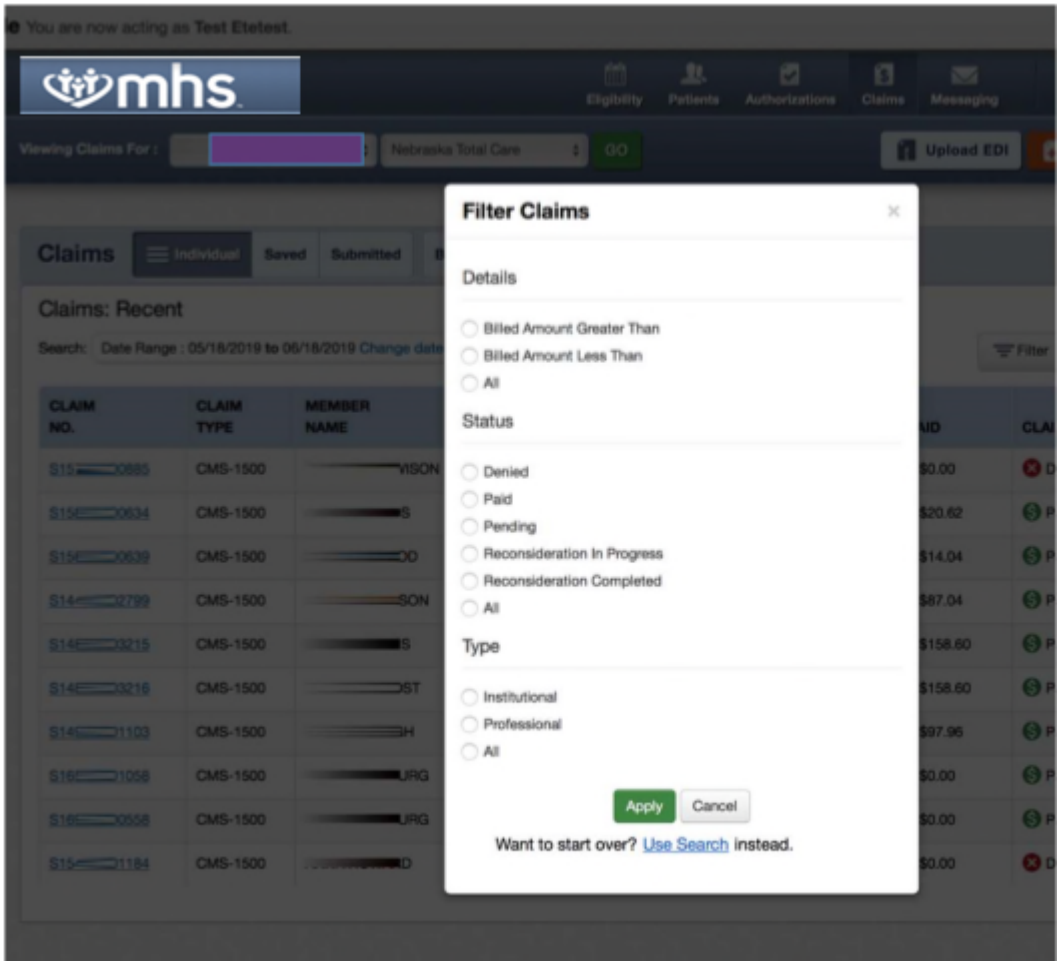
Add Denial Reason Descriptions

New table at the bottom of the current screen that contains pertinent Denial Reason code descriptions enabling a provider to see the descriptions without the need to click and open each individual claim line.



Filter Claims Functionality

- Ability to filter by Billing Amount Greater Than or Billing Amount Less Than •
- Ability to filter for Reconsideration status

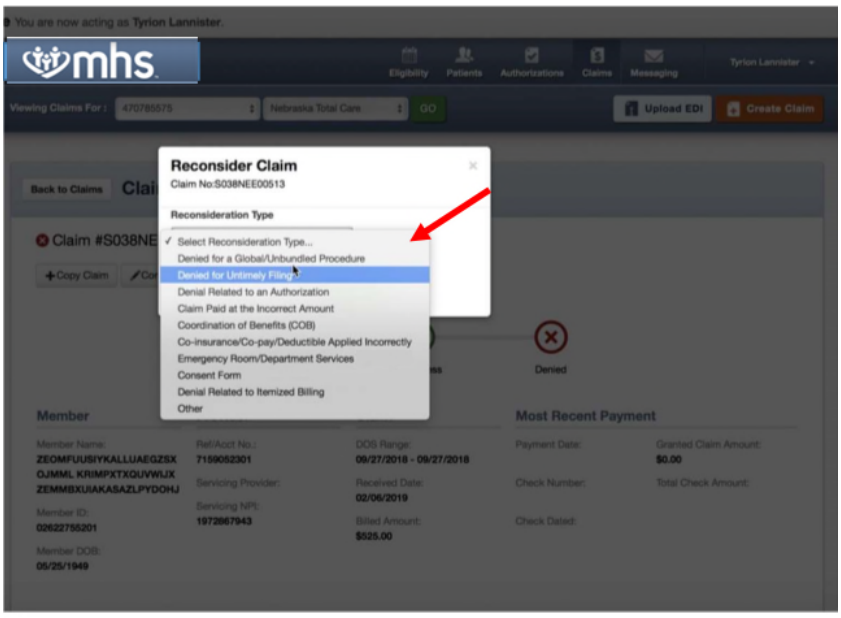


Submit Reconsideration

Within the Claims tab, a denied claim opens up the Reconsider Claim option.

Reconsideration Pop-up Window

When Reconsider Claim is selected, the pop-up window appears, offering the dropdown pick list of Reconsideration Types for the provider to select from.

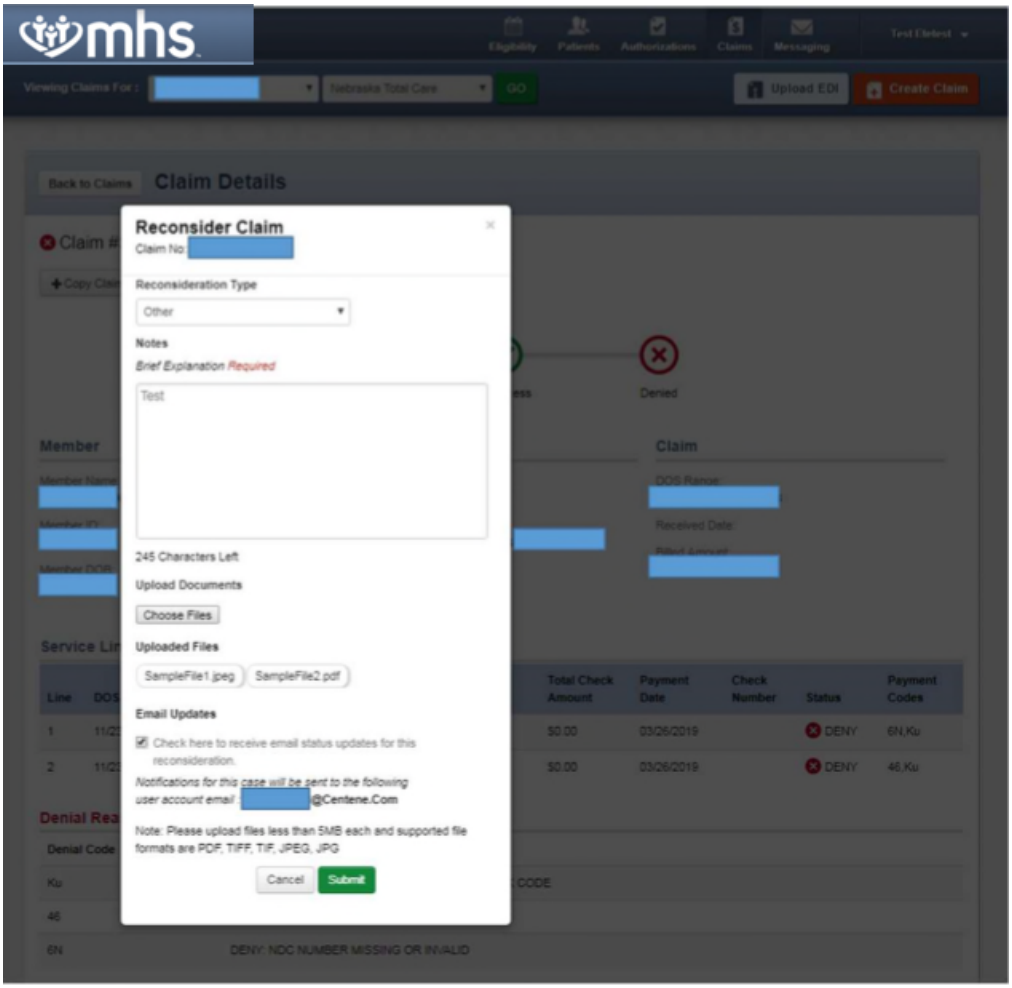


Notes, Attachments, and Email Notifications

Upon selecting the Reconsideration Type, a Notes field is available for comments.

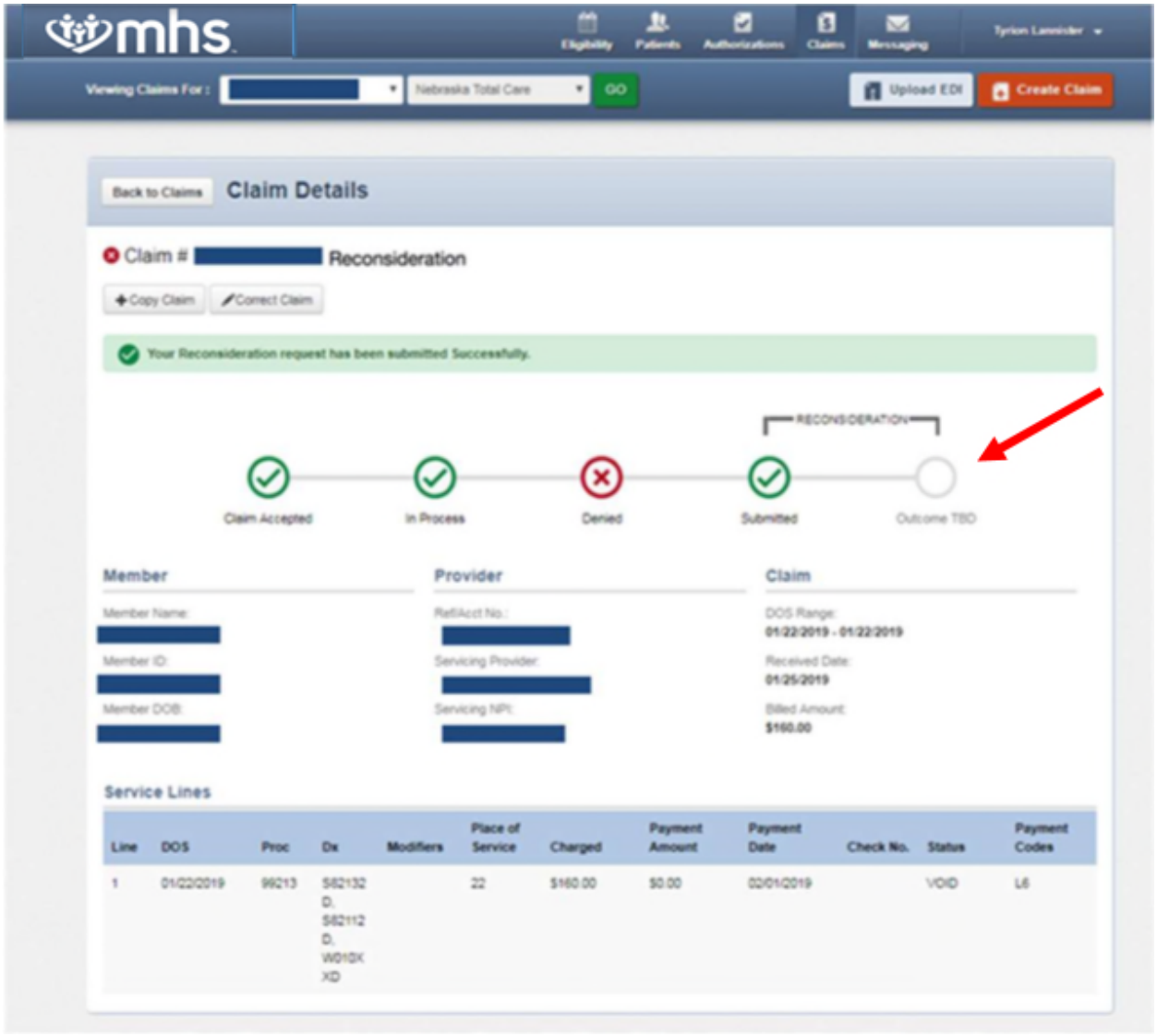
• A provider may also Upload Documents.

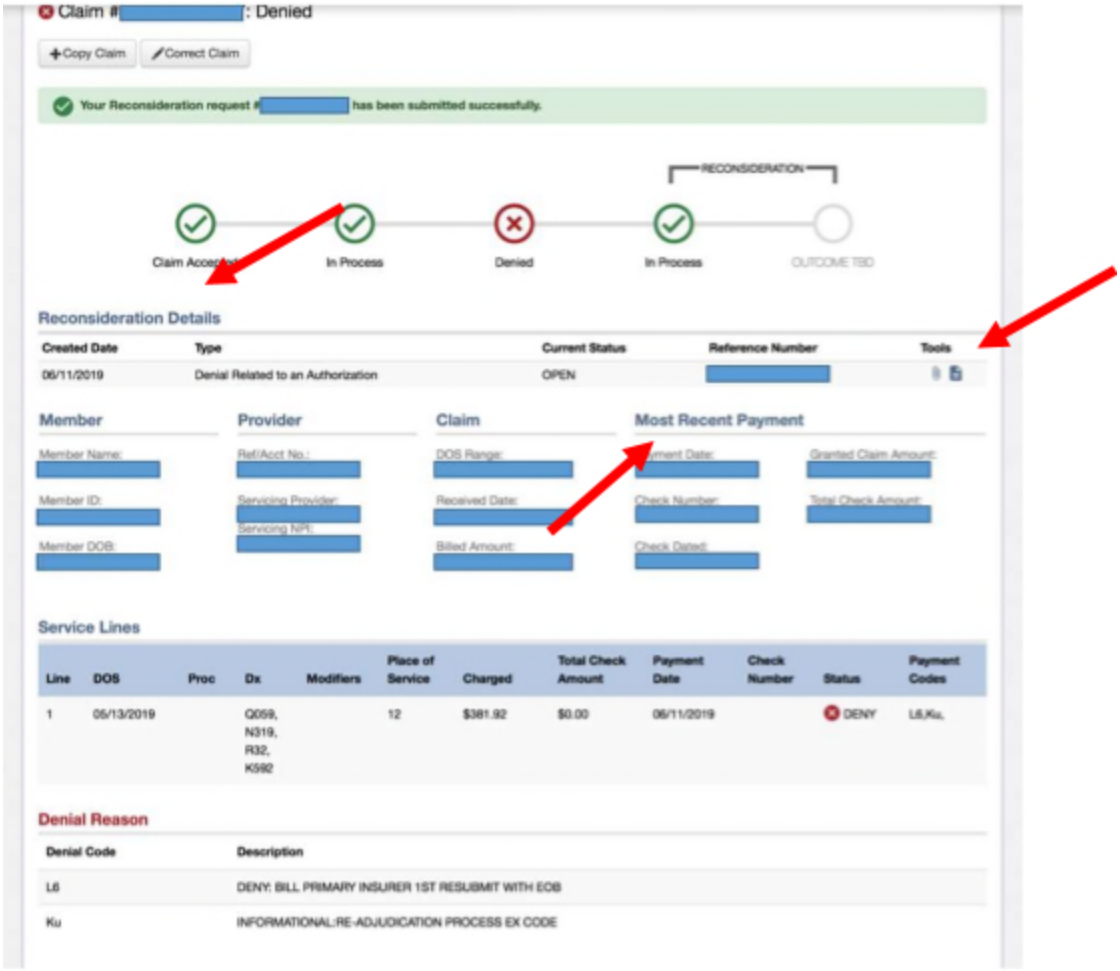
• A provider may opt in to receive Email Updates for the specific case



Reconsideration Tracker

- The tracker graphic will be updated to reflect that a reconsideration is in progress.
- While a Reconsideration is ”Open” or “In Progress” Status , the Reconsider Claim button will not be available.



View attachments, correspondence and payment

- The **Reconsideration Details** section is viewable to provide status and details.
- **Tools** section allows easy View of included attachments or correspondence letters and the option to add additional attachments to an open reconsideration case still in process.
- The **Most Recent Payment** will display the details of the last check or EFT that was made on the claim.