

RE: New Claim Appeals Application in the Dean Health Plan Provider Portal

August 2, 2022

On August 17, 2022, a new Claim Appeals application will be added to the Dean Health Plan Provider Portal. Dean Health Plan is transitioning the claim appeals application to ensure direct technical support of this important business function. For a time, portal users with access to the Claim Appeals application will see two applications:

- Claim Appeals NEW – this is the new application to be used for submitting and viewing new claim appeals. **On and after August 17th, all new claim appeals must be submitted through this new application.** Claim Appeal Decision Notice letters for these claim appeals will continue to be distributed back through the portal's Notifications page and will also be attached to the submitted appeal.
- Claim Appeals OLD – this is the old application available for reference only to view old claim appeals that were submitted in the old application and decision letters for those appeals. **On and after August 17th, new claim appeals should not be submitted through this application, and any saved appeals that were not submitted must be re-entered and submitted in the new application.** This application will be removed from the portal when previously submitted claim appeals for all users have been reviewed with decision letters returned to submitters.

To provide a smooth transition for users, the new application's design and submission process is very similar to the old application with a few updates:

- When appealing individual claim lines, each line must be added and saved one at a time before adding another line.
- Attachments can be added by selecting and uploading attachments, rather than dragging and dropping.
- The "Saved" and "Submitted" claim appeal view screens are updated to be more user-friendly.

The Dean Health Plan Provider Portal User Guide will be updated and published in the Provider Resources section of the portal.

As a reminder, the Provider Portal Claim Appeals application is available to in-network providers who have been granted that access for their organization. Please contact the Site Administrator in your organization if you have questions about access to the Claim Appeals application.