

## CLARIFICATION OF RECONSIDERATION PROCESS

Due to increased requests for reconsideration from contracted, third-parties managing hospitals' clinical denials and appeals, HFS has directed us to clarify the reconsideration process.

As part of the utilization review process, when a notice of denial for medical necessity is issued, the hospital or physician may request a reconsideration of this determination. Third-party contractors may request the reconsideration on their behalf and submit information; however, all notifications and conversations are directed to the designated hospital personnel and/or treating physician. The table below outlines this process:

Overview of HSI Standard Reconsideration Process		
Responsible Party	Action	Timeframe
<ul style="list-style-type: none"> <li>Hospital,</li> <li>Physician, or</li> <li>Third party</li> </ul>	Submits a written request for reconsideration to HSI. Provides copy of medical record or pertinent clinical information.	Within sixty calendar days of the date on the notice of denial
<ul style="list-style-type: none"> <li>HSI</li> </ul>	Sends a <i>Notice of Acknowledgement of Receipt of Reconsideration</i> to the hospital's HSI Liaison or physician.	Within one business day of the timely receipt of the request for reconsideration
<ul style="list-style-type: none"> <li>Hospital,</li> <li>Physician, or</li> <li>Third party</li> </ul>	Submits any additional information to HSI to substantiate the medical necessity.	Within ten calendar days from the date of the <i>Notice of Acknowledgement</i>
<ul style="list-style-type: none"> <li>HSI</li> </ul>	Performs second physician review: <ul style="list-style-type: none"> <li>▶ If a peer-to-peer discussion is requested, the Physician Reviewer attempts to contact the treating physician</li> <li>▶ Renders final determination</li> </ul> Mails determination notice to the hospital's HSI Liaison and physician.	A determination is rendered within thirty calendar days of the receipt of all valid, necessary information for the reconsideration

***Please forward this information to the appropriate hospital department responsible for processing your denials and appeals.***

For detailed instructions for reconsiderations, visit us at [www.hsofi.org](http://www.hsofi.org). Click on the Hospital Education Resources link to download the reconsideration request form.

If you have a question regarding this Provider Update, please contact our toll-free Provider Helpline at (800) 418-4045 weekdays from 8 am to 5 pm, or our communications specialist, at [rserno@hsofi.org](mailto:rserno@hsofi.org).