

URAC Appeal Instructions

Most if not all insurance companies are credentialed through URAC. You can check to see if the plans you work with are credential by going to the URAC website; www.urac.org. On the home page of this website you will find a place to enter the insurance company's name to see if they are credentialed (see below).



Being credentialed holds the payer to URAC regulations and rules. These rules include rights given to the insured clients and providers. As a provider you have the right to request the following in order to prepare you appeal letter.

- Proof of reviewers specialty
- References that the reviewer used to make the negative decision
- A phone call with the reviewer within 24 hours to discuss the negative decision

Forcing the payer to supply you with this information ensure you are being treated fairly. This is the cry of most chiropractors in America. We believe this is an easy step to help you receive the compensation that is owed to you.

Celebrating the Unity of Ohio Chiropractors!

If your payer is certified through URAC and you receive a negative determination on a review or on the claim form you need to follow the below steps:

- Download the URAC Appeal Letter for the OSCA Website
- Edit the letter to reflect your situation
 - Put your letter head on the letter
 - Include a quote of the reviewers comments in the first paragraph
 - The treating doctors name at the bottom of letter
- Mail to the payer through Certified Mail

Once you have sent the letter in then you should expect some type of communication back from the payer. Should you not hear back from them with in the 30 day mandate then you need to contact URAC and notify them of the violation.

To file a complaint you need to go to <http://webapps.urac.org/complaint/>. This will walk you through the complaint process.

It is important we make all payers play by the rules! Our true strength comes from accountability.

As always, should you have any questions on this process give the OSCA a call at 614-229-5290. We will do all we can to make sure you are treated fairly!