# Availity Appeals and Reconsideration changes

## Summary of changes to drop-down menu options for Dispute this Claim

### Overview of changes

Based on feedback we received from the Molina provider community regarding the multiple options to select from when submitting a reconsideration or appeal, we have streamlined the options in Availity to simplify the selection process for you. There are now only two options to select from:

- **Claim Payment Inquiry/Reconsideration**
- **Claim Payment Dispute/Appeal**

### Details of the updated options

#### 1. Claim Payment Inquiry/Reconsideration

A Claim Payment Inquiry or Reconsideration is a review of a claim you believe was paid or denied incorrectly due to a minor error. These inquiries are typically straightforward and can be quickly resolved. This option consists of the following categories:

1. **Reconsideration – Authorization**
2. **Reconsideration – Eligibility**
3. **Reconsideration – Pricing Review**
4. **Reconsideration – Other**

Reconsiderations are NOT a formal appeal

Examples to use this option include:

- Retro-eligibility issues
- Coordination of benefit updates
- Claims denied as a duplicate in error
- Claims denied for no authorization when authorization is not required or when an approved authorization is on file

Please note that you cannot submit supporting documentation with a claim payment inquiry. The outcome of a payment inquiry may result in either a claims adjustment or a directive to submit a **Corrected Claim** or initiate the **Claim Payment Dispute/Appeal** process.

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## 2. Claim Payment Dispute/Appeal

A Claim Payment Dispute or Appeal is a more formal review of a claim you believe was paid or denied incorrectly. This process typically requires you to submit supporting documentation to substantiate your dispute or appeal. This option consists of the following categories:

1. **Appeal – Authorization**
2. **Appeal – Benefit**
3. **Appeal – Code Edit**
4. **Appeal – Contractual Payment Issue**
5. **Appeal – Enrollment/Eligibility/COB**
6. **Appeal – Untimely Filing**

Examples to use this option include:

- Denials for code edits
- Untimely filing
- Non-covered benefits
- Absent or denied authorizations

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