

Appeal of Clinical Non-Certification by Medical Management

Providers may request an appeal of a clinical non-certification benefit for up to 180 days by calling the Customer Service phone number on the member's ID card or the number on the non-certification notice. Additional clinical documentation may be requested to review the case adequately. The Memorial Hermann physician conducting the review will not be the reviewer who made the initial determination.

If Memorial Hermann Health Solutions reverses the decision not to certify benefits, a written notice will be issued. If the initial determination not to certify benefits is upheld, Memorial Hermann Health Solutions will mail an explanation to the provider and the member.

If the standard appeal outcome is unsatisfactory, the provider may submit a written request for an additional level of appeal, which involves a review completed by the same specialty as the requesting provider. Additional supporting documentation or explanations should be sent to the address on the letter upholding the non-certification.

Subsequent appeal rights may be available depending on the arrangement with self-funded employer groups and on state laws.