

# Reconsideration Frequently Asked Questions (FAQs)

## What is a claim reconsideration?

Participating providers may request that a claim be reconsidered.

**Note:** TRICARE claims reconsiderations are managed by PGBA.

## When and why would a provider request an administrative review?

Providers can submit a request for an administrative review when there are concerns about how a claim is processed.

Some common reasons why a provider may submit a request for administrative review:

- Charges denied due to requested info not received
- Coding, cost-share and deductible issues
- Eligibility denials
- Other Health Insurance (OHI) issues
- Penalties for no authorization
- Third Party Liability (TPL) issues
- Timely filing limit denials
- Wrong procedure codes

## What are the timelines to submit a reconsideration?

Submit the reconsideration to PGBA within the below timeframe:

- Requests for reconsideration must be filed within 90 calendar days after the date of the initial denial determination

## What information will I need in order to submit a reconsideration/review request?

- Beneficiary's name, address and telephone number
- Sponsor's Social Security Number (SSN)
- Beneficiary's Date of Birth (DOB)
- Beneficiary's or appealing party's signature
- Copy of the previous denial determination notice
- Any other appropriate supporting documents

## What is included in an appeal submission?

- A letter of intent describing the reason for the appeal
- Beneficiary's name, address and telephone number
- Sponsor's SSN
- Beneficiary's DOB
- Beneficiary's or appealing party's signature (see below)
- Copy of the previous denial determination notice
- Any other appropriate supporting documents

## Where can I find more information about appeals and reconsiderations?

You can find more information on the [Appeals and Reconsiderations](#) web page.

## How is a reconsideration submitted?

The preferred methods of submitting documentation to file a reconsideration is by fax or mail to PGBA:

Fax:  
(877) 489-0011

Mail:  
Humana Military Claims – Attn: Reconsideration Request  
PO Box 202146  
Florence, SC 29502-2146  
Customer service phone:  
(800) 444-5445  
Mon - Fri, 8AM – 7PM ET