

## Outpatient Physical, Occupational and Speech Therapy: Reconsideration Process

Objective: To provide the opportunity to request and receive reconsideration of utilization review denial determinations if any of the following parties disagrees with the determination.

- Beneficiary/representative
- Outpatient physical, occupational or speech therapy provider
- Prescribing Provider

A request for reconsideration may be submitted to HSM by telephone (601) 360-4875, fax, or mail. The beneficiary/representative may submit any type of written request for reconsideration. HSM has developed a reconsideration form that the provider, or prescribing provider may use to submit a request for reconsideration review. HSM offers two types of reconsiderations, however, only one type of reconsideration of a denial determination is available for each review.

Types of Reconsideration requests and timeframes to submit request for review:

Expedited	Within three (3) business days of denial notice
Standard	Within thirty (30) calendar days of denial notice

For standard reconsiderations HSM allows ten (10) business days for submission of additional information. Reconsideration review is then performed whether or not additional information was submitted.

HSM ensures that the physician reviewer performing the reconsideration review is not the physician reviewer that originally reviewed and denied the request.

Timeframe of completion of Reconsideration review by HSM:

Expedited	Within one (1) business day
Standard	Within twenty (20) business days

If there is still disagreement with HSM's reconsideration determination, the beneficiary has the right to request an Administrative Appeal through DOM, in writing, within thirty (30) calendar days of HSM's reconsideration review determination notice. The process for requesting an Administrative Appeal is included in the denial notice that is sent to the beneficiary/representative, as well as a statement informing the provider that the beneficiary has the right to request an Administrative Appeal through DOM.