



## Billing Dispute External Review Process

Effective November 21, 2008, Medical Doctors and Doctors of Osteopathy (MDs/DOs) may file a post-service provider appeal to resolve disputes limited to the application of coding and payment rules and methodology related to ClaimCheck, bundling, and modifiers. Blue Cross and Blue Shield of New Mexico's internal appeal process must be exhausted before an external appeal will be considered. The provider appeals are conducted by an independent review organization, MES Solutions.

An appeal can be submitted online, by fax, or by mail. The guidelines for submitting an appeal and the applicable fees can be found at [MES Solutions](#).

Health Care Service Corporation has received 6140 appeals for Adverse Determinations that have been sent for external review. Of that total, 21.6% have been overturned.