



Claims Appeals for Medicaid: Available now in the Provider Portal

October 1, 2023

Dear Providers,

Our Provider Portal has been re-designed and now have enhancements to the Claims portion of the system. This new user-friendly updated redesign will change the overall look and feel of the Claims portion on the Portal. The Provider Portal enhancement includes the following:

- **Appeals for Medicaid can now be created and submitted through the portal.**

Claim Details – Claim Action: Appeal Claim Workflow

When you click **Select**, if there are no errors, the new Appeal Claim pop-up displays.



Tips:

- **Use right scrollbar to view all information/options.**
- **Always provide explanation for claim reconsiderations.**
- **Always include documentation.**

We continuously strive to look for avenues to improve and streamline our processes. Please note that this change will occur with normal access already in place - new login or password access is unnecessary for this update.

We value your continued partnership with SilverSummit Healthplan. Please contact Provider Services at 1.844.366.2880 with any questions.

Sincerely,

SilverSummit Healthplan