



PROVIDER ALERT

Alert # 7.21.9

Issue Date: September 10, 2021

Beacon Health Options of Pennsylvania Updated Timely Filing Waiver Request Process

Beacon Health Options of Pennsylvania has updated the Timely Filing Waiver Request Process. These changes will make the process completely paperless and much more streamlined.

Effective immediately, Timely Filing Waiver Requests will **NOT** be accepted by mail. Any requests received by mail will be returned.

Before a timely filing waiver request can be submitted, the following must be adhered to:

- A claim **must** be on file. The claim can be submitted electronically using EDI, ProviderConnect, OR via paper by mail to: **Beacon Health Options, Pennsylvania Claims, P.O. Box 1853, Hicksville, NY 11802-1853.**
- An authorization **must** be in place (if required).
- The member **must** be eligible on the dates of service outstanding.

Once these three items above are verified and in place, the following items are required:

- ✓ An email from the provider/staff explaining why the waiver is being requested, including any remedies put in place to prevent the issue from reoccurring, must be sent. This email must include contact information for the person requesting the waiver in case any additional information is needed to continue the request.
- ✓ The provider must also attach our new "**Timely Filing Waiver Request Form**" to the email. The Timely Filing Waiver Form can be found on our website under Provider Forms / Claims Department Forms: <https://pa.beaconhealthoptions.com/providers/provider-forms/>

This information must be emailed to:

Beacon-PATimelyFiling@beaconhealthoptions.com

Beacon staff will present the timely filing waiver request to the applicable oversight group for review.

As a provider, you are accountable for the information in this alert and when applicable, it will be incorporated into the Beacon Health Options of Pennsylvania Provider Manual.