



## CareFirst and CareFirst BlueChoice Adverse Determination External Review Process Information

The Thomas Settlement Agreement requires CareFirst BlueCross BlueShield (CareFirst) and CareFirst BlueChoice, Inc. (CareFirst BlueChoice) to establish an external review process for adverse determinations for certain eligible physicians. CareFirst and CareFirst BlueChoice have contracted with MES Solutions (MES) to act as its Independent Review Organization.

### Physician Eligibility for Adverse Determination External Review Requests

The following adverse determination cases MAY be eligible for the adverse determination external review available as a result of the Thomas/Love Settlement Agreement:

- The provider must be a participating or non-participating physician (MD and DO only) who:
  - has rendered services to members of fully-insured accounts with DC and Virginia based contracts and
  - has exhausted the CareFirst and CareFirst BlueChoice internal appeal process and
  - is unable to appeal through the state external review process.

The following adverse determination cases are NOT eligible for the adverse determination external review available as a result of the Thomas/Love Settlement Agreement:

- Claims for services rendered to members with fully-insured Maryland based contracts;
- Claims for services rendered to members of self-insured accounts;
- Claims for which the member (or his or her representative) is currently seeking or has sought review related to the same denied service;
- Claims for which a member or physician has filed a Pre-Service Appeal pertaining to the same denied service;
- FEP Claims;
- BlueCard Claims; and
- Physicians and/or Physician Groups who have opted not to participate in the Thomas Settlement Agreement.

### Timely Filing Requirements

Physicians may submit an adverse determination external review request for claims for which an internal appeal has been reviewed and the decision upheld by CareFirst and CareFirst BlueChoice between April 21, 2009 through May 31, 2011, regardless of Date of Service. This

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review request must be filed within 60 days of notification of the CareFirst and CareFirst BlueChoice final decision.

### Adverse Determination External Review Submissions

If you feel that your claim may qualify for external review based on the information above, please visit the [MES Website](#) for more details on how to file your adverse determination external review request. **All adverse determination external review requests and applicable fees must be submitted directly to MES.**

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