

October 1, 2019

## Provider Memorandum

### Non - Emergency Transportation Post Authorization

In accordance with 89 Ill. Adm. Code 104.205, ambulance service providers shall have 90 calendar days from the date of service to file a written dispute.

This memo serves as a supplement to the previously published guidance:

<https://nextlevelhealthil.com/wp-content/uploads/2019/02/Provider-Education-Physician-Certification-Form-Final-Approved.pdf>

Providers must submit a formal written dispute using the NextLevel Claims Dispute Form:

[https://nextlevelhealthil.com/wp-content/uploads/2018/09/NLH-Claims-Dispute-Form\\_Fillable-2.pdf](https://nextlevelhealthil.com/wp-content/uploads/2018/09/NLH-Claims-Dispute-Form_Fillable-2.pdf)

Please complete the entire form and provide any additional information necessary for the expected outcome. Also note that when submitting:

- Disputes must be received within 90 days of original remittance advice
- Allow 60 calendar days to process this reconsideration
- For follow-up, please call NextLevel Health at 833-275-6547
- Be specific when completing the “Describe Dispute” attaching any appropriate documentation
- Complete form and mail with supporting documentation to:

**NextLevel Health**  
**Attention: Claims Disputes P.O. Box 5050 Farmington, MO 63640**

Lastly, NextLevel Health has extended the time for submission of PCS authorization related disputes for date of service February 1, 2019 to July 31, 2019. Formal written disputes must be received by November 1, 2019 for consideration.

Please contact your Provider Service Representative if you have any questions or you may also contact the Provider Services Department at 833-275-6547 or via email at [NextLevelHealthIL.com](mailto:NextLevelHealthIL.com).