



Appeal Information for High Tech Imaging Tests

Q: What if CareCore National does not approve the high tech imaging request on my patient?

A: There is now a direct Physician-to-Physician Telephone line available at CareCore National. For direct calls from HealthPlus physician providers to CCN physicians, please call **1-800-792-8744, ext. 11858**. This phone line is to be accessed whenever you wish to converse with a CareCore National physician for peer-to-peer interaction. If a case has been started in the CareCore National system, you can discuss the status of the case with the CareCore National physician. Additional information may be given at this time and a determination made.

Q: Can I appeal the denial decision?

A: Yes. You may submit written comments, documents, or other information important to your appeal, directly to CareCore National. All first appeals are appealed directly to CareCore National. Follow the appeal instructions given to you in the CareCore National denial letter. In order to request an appeal, you can write, call, fax, or hand deliver your request to:

CareCore National, LLC
Attn: Clinical Appeals, Mail Stop 600
169 Myers Corners Road
Wappingers Falls, NY 12590
Fax: 866-466-6964
Telephone: 800-792-8744

Please be advised that Medicare Advantage appeals are not handled through CareCore National. These are sent directly to HealthPlus address below.

Q: What if CareCore National is not able to approve my appeal?

A: You may request a second appeal to HealthPlus.
In order to request an appeal, you can write, call, fax, or hand deliver your request to:

HealthPlus of Michigan/HealthPlus Insurance
Attn: Appeals/ Imaging Management Program
2050 S Linden Road
Flint , MI 48532
Fax: 810-230-2002
Telephone: 810-496-8403

If you have any questions regarding high tech imaging, please contact HealthPlus Customer Service at 800-332-9161