

1. On the Case Detail page, click the icon labeled “Click to Request for Reconsideration”

1.0

The screenshot shows a 'DETAILS' tab with a table of case information. The table has two columns. The first column contains: Request ID (redacted), Treatment Type (redacted), Admit Date (9/16/2017), Request ID (redacted), Subject, Rationale, and Description. The second column contains: Status (Denied), Case Origin (Import), Review Complete Date (12/14/2017), and a button labeled 'Click to Request for Reconsideration' with a document icon, which is circled in red.

2. It will bring you to the “Request for Reconsideration” page, where you will enter a comment (optional) and upload required documentations.

2.0

The screenshot shows the 'Requesting for Reconsideration on Request : A173000782' page. It includes a 'Click to Cancel' link, a title, and instructions: 'You may ask AFMC to reconsider this decision by uploading a letter addressed to AFMC. We must receive the letter within 35 days of the date of initial denial notice. The letter must ask for reconsideration and state why you think the decision was wrong. Upload any additional documentation that supports the medical necessity of the healthcare services.' Below this is a text area for 'Enter Comments below (Optional)' with a rich text editor toolbar. At the bottom, there is a file upload section with a 'Browse...' button (labeled 'No file selected.'), an 'Upload' button, and a note 'Maximum size per file is 10 MB'.

3. Once all required documentation(s) had been uploaded, click the “Next” button at the bottom left corner to proceed to the next step.

3.0

The screenshot shows the same 'Requesting for Reconsideration on Request : A173000782' page. The file upload section now contains a table with one entry:

File Name	File Size
Recon Request A173000782_1Test doc as PDF.pdf	84,243

Below the table, there is a message: "You may upload as many documents as necessary. Once all required documents have been uploaded, click the "Next" button to finalize the reconsideration request. ALL required steps MUST BE COMPLETED to successfully submit a request for reconsideration." At the bottom left, there is a 'Next' button with a red arrow pointing to it.

4. You will be prompt to select whether this request for reconsideration is an expedited request, select Yes or No and click “Next”

4.0

Click to Cancel
Requesting for Reconsideration on Request : A173000782

Files Uploaded	
File Name	File Size
Recon Request A173000782_1Test doc as PDF.pdf	84,243

Is this an Expedited Request Yes No

Next

5. If you select “Yes” for expedited, you will be required to provide a valid contact name and phone number, and agree to the terms of urgent care. Once all information has been provided, click “Next” to complete the request, or click “Previous” to change your options”

5.0

Click to Cancel
Requesting for Reconsideration on Request : A173000782

Files Uploaded	
File Name	File Size
Recon Request A173000782_1Test doc as PDF.pdf	84,243

ALL required fields must be completed for an Expedited Reconsideration request.

Requester's Name
Phone

I certify that:
1) I am a physician/physician representative with knowledge of the patient's medical condition;
2) It is my opinion that failure to expedite this appeal will delay the patient's receipt of urgent care, and that such delay could:
a) seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function; or
b) would subject the consumer to severe pain that cannot be adequately managed without the urgent care or treatment that is the subject of this matter.

I Agree

Previous Next

6. If you select “No” from illustration 4.0 or click “Next” from illustration 5.0, you will arrive to the confirmation screen to let you know that the request has been submitted. Click “Finish” to return to case detail.

6.0

Click to Cancel
Requesting for Reconsideration on Request : A173000782

Files Uploaded	
File Name	File Size
Recon Request A173000782_1Test doc as PDF.pdf	84,243

Your request for reconsideration has been submitted.

Finish