Effective with denials issued on or after January 01, 2020, care providers are entitled to request an independent third-party review (EITPR) of United Healthcare's appeal decision. EITPR is an optional process available to care providers only and the formal appeal must be completed prior to requesting an EITPR.

The EITPR will be available to KanCare providers who have received a denial of authorization of a new healthcare service to a United HealthCare member or a denial of a claim for reimbursement to the provider for a healthcare service to a United HealthCare member.

**Submitting External Independent Third Party Review Requests**

EITPR can be requested in writing, by submitting the EITPR request form found at UHCProvider.com>Health Plans By State>KS>Provider Forms and References:

By postal mail –
Attn: External Independent Third Party Review
10895 Grandview Drive, Suite 200
Overland Park, KS 66210

In person (during regular business hours 8am – 5pm CST) –
10895 Grandview Drive, Suite 200
Overland Park, KS 66210

By email – KS_EITPR@uhc.com

Provider requests for an EITPR must be received by United HealthCare within 63 calendar days from the date of the notice of appeal resolution. United HealthCare will acknowledge receipt of your request, in writing, within 5 business days of receipt.

Documentation reviewed by the external reviewer will be limited to documentation submitted by the provider for the appeal process, along with the medical necessity criteria United HealthCare applied in the appeal decision (for denials of a healthcare service). No additional documentation will be accepted with the EITPR request. Only the records and documentation reviewed during the appeal will be reviewed during the EITPR. If additional documentation needs to be reviewed, the care provider should use the State Fair Hearing process.

If the EITPR outcome upholds the decision made by the United HealthCare formal appeal review, the care provider will be responsible for paying the costs of the review to the third-party review contractor.

Care providers still have State Fair Hearing rights if they disagree with the outcome of the EITPR. Additional information on the EITPR process can be found in Chapter 15 – Claims, of the Kansas Care Provider Manual at UHCProvider.com.

**We’re Here to Help**

If you have any questions about the external independent third party review process, please contact Provider Services at 877-542-9235 or KS_EITPR@uhc.com.