

Payer	Customer Service Phone Number for Appeals	Appeal Form	Website for Appeals	Timely Filing Limit	Corrected Claims/Appeals Filing Limit
1199SEIU Benefit & Pension Fund	(646) 473-7160		Navinet	90 Days from DOS	180 Days from EOB
AARP Medicare Supplement Plans	(800) 523-5800	None	None	90 Days from DOS	90 Days from DOS
Aetna (Commercial)	(888) 632-3862		Aetna provider website or Availity	90 Days from DOS	180 Days from EOB
Aetna (Medicare Advantage)	(888) 632-3862		Aetna provider website or Availity	120 Days from DOS	180 Days from EOB
Aetna Better Health of New York	(855) 456-9126	None	None	120 Days from DOS	180 Days from EOB
Archcare	(800) 373-3177	None	login /archer.healthcloud.com/2014/register/usingform.aspx?myclpkey	30 Days from DOS	60 Days from EOB
Capital District Physicians Health Plan (CDPHP)	(800) 926-7526		Enrollment Sign-In - CDPHP Provider Portal	90 Days from DOS	180 Days from EOB
Cigna	(800) 244-6224		None	90 Days from DOS	180 Days from EOB
Centers Plan for Healthy Living (CPHL)	(844) 292-2311	None	None	90 Days from DOS	365 Days from DOS
CHAMPVa	(800) 733-8387	None	None	365 Days from DOS	365 Days from DOS
DMERC Region A	(866) 419-9458		Home - Noridian Medicare Portal - Noridian Medicare Portal	365 Days from DOS	Corrected Claims: 365 Days from DOS Reconsiderations: 120 Days from EOB
Elderplan	(800) 353-3765	None	None	180 Days from DOS	180 Days from EOB
Elderwood	(952) 400-7600	None	None	120 Days from DOS	60 Days from EOB
Emblem Health	(212) 901-4444	None	Sign In EmblemHealth.com	120 Days from DOS	90 Days from EOB
Empire Blue Cross Blue Shield	(800) 377-5156	None	None	90 Days from DOS	180 Days from EOB
Empire Plan	(877) 769-7447		Sign In With Your One Healthcare ID - One Healthcare ID	90 Days from DOS	180 Days from EOB
Excelus Blue Cross Blue Shield	(800) 920-8889		Home - Providers Excelus BlueCross BlueShield (excelusbcbs.com)	90 Days from DOS	365 Days from DOS
Extended MLTC	(855) 299-6492	None	None	90 Days from DOS	180 Days from DOS
Fidelis Care	(888) 343-3547		None	90 Days from DOS	60 Days from EOB
Health First	(888) 801-1660	None	None	180 Days from DOS	60 Days from EOB
Healthcare Partners IPA	(888) 746-2300	None	None	120 Days from DOS	60 Days from EOB
Highmark Blue Cross Blue Shield of Northeast New York	(800) 444-4552		None	365 Days from DOS	365 Days from DOS
Highmark Blue Cross Blue Shield of Western New York	(800) 950-0051	None	None	365 Days from DOS	365 Days from DOS
Humana	(800) 457-4708	None	Availity	365 Days from DOS	18 Months from EOB
iCircle	(844) 283-2884	None	None	180 Days from DOS	180 Days from EOB
Magnacare	(800) 235-7267	None	None	180 Days from DOS	180 Days from EOB
Marian Point Healthcare	(888) 732-7364	None	None	120 Days from DOS	120 Days from EOB
Medicaid	(800) 343-9000		https://services.nydhhs.org/	90 Days from DOS	60 Days from EOB
Medicare Part B (National Government Services)	(877) 869-6504		Welcome to NGS Medicare.com	365 Days from DOS	Corrected Claims: 365 Days from DOS Reconsiderations: 120 Days from EOB
Medicare Part B (Railroad Medicare)	(888) 355-9165		Welcome to Palmetto GBA eServices Tool (palmettogbaservices.com)	365 Days from DOS	Corrected Claims: 365 Days from DOS Reconsiderations: 120 Days from EOB
Molina Healthcare of New York	(877) 872-4716		Availity	90 Days from DOS	90 Days from EOB
Montefiore CMO	(888) 666-8326	None	None	180 Days from DOS	180 Days from DOS
MVP Healthcare	(800) 684-9286	None	None	180 Days from DOS	180 Days from DOS
Optum VA Community Care Network	(888) 901-7407		None	180 Days from DOS	90 Days from EOB
Oscar	(855) 672-2788	None	None	180 Days from DOS	180 Days from EOB
Oxford	(800) 666-1353		Sign In With Your One Healthcare ID - One Healthcare ID	90 Days from DOS	180 Days from DOS
Sonoma IPA	(844) 990-4255	None	None	120 Days from DOS	45 Days from EOB
Ticare East Region	(800) 444-5445	None	None	365 Days from DOS	365 Days from DOS
United Healthcare (Commercial & Medicare Advantage)	(877) 842-3210		Sign In With Your One Healthcare ID - One Healthcare ID	90 Days from DOS	180 Days from EOB
United Healthcare Community Plan	(866) 362-3368		Sign In With Your One Healthcare ID - One Healthcare ID	90 Days from DOS	180 Days from EOB
United Medical Resources (UMR)	(877) 291-3248		www.umar.com	180 Days from DOS	180 Days from EOB
Univera Healthcare	(866) 265-5983		Login Providers Univera Healthcare	90 Days from DOS	120 Days from EOB
Village Care Max	(855) 769-2500	None	None	90 Days from DOS	45 Days from EOB
VNS Choice	(866) 783-0222	None	None	180 Days from DOS	90 Days from EOB
Wellcare	(833) 444-9088		Login - WellCare or Availity	180 Days from DOS	90 Days from EOB