

MELVIN D. MARX, P.A.

A PROFESSIONAL CORPORATION

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Re: Appeal Change effective 2/17/14 Liberty Mutual

Date: May 13, 2014

Please recall back in December 2012, we advised you of the proposed DOBI changes regarding the internal appeal process (IAP). At the time, we advised that DOBI was proposing a uniform internal process for all carriers; however, the rule had not been formally adopted at this juncture.

Notwithstanding, here we are fourteen months later and Liberty Mutual has decided to go ahead and formally adopt the proposed in rule into its own Decision Point Review Plan (DPRP). The plan has since been approved by DOBI and became effective 2/17/14.

Effective 2/17/14, Liberty Mutual made the following changes:

- A. Liberty Mutual's Vendor is now **CSG!**
- B. All pre-certification go to **CSG via fax to 856-910-2501 with an APTP signed by a medical provider along with the supporting documentation** OR call 877-258-2378.
- C. Reconsideration and Appeals process fall into two categories:
 - ❖ **Treatment Appeals:** All pre-certification or DPRP denials **must** be **appealed within 10 days of the denial**. It must be signed by the treating provider, state the issue being disputed, and include supporting documentation. It **must be appealed via fax to CSG 856-910-2501 or in writing at 300 American Metro Blvd., Suite 170, Hamilton NJ.** CSG must respond within 10 days. (At this juncture you have exhausted the appeal process and can file arbitration).
 - ❖ **Reconsideration Appeals:** Other appeals not related to pre-certification or DPRP **must** be appealed **within 180 days from adverse determination** (causation, eligibility, pre-certification penalty, ncci edits, UCR etc), **signed by the treating provider and submitted stating the issue being disputed along with a copy of the EOR and supporting documentation**. Liberty Mutual has 30 days to respond. The appeal **must be in writing and sent via certified mail, return receipt to Liberty Mutual Insurance at 2501 Wilmington Road, New Castle PA 16015.** (At this juncture you have exhausted the appeal process and can file arbitration)

It would appear Liberty Mutual has taken the position that the “uniform appeal process” will eventually become the rule. You can expect other carriers to move towards this process in the future.

As such, it important to review the DPRP packages you receive from each carrier in order to be familiar with both their pre-certification and internal appeal process. If you have any questions regarding the respective plans, please do not hesitate to contact our office.

Thank you for your attention.

Very truly yours,

A handwritten signature in black ink that reads "A. T. Ogunsanya". The signature is written in a cursive style with a clear first initial and a last name.

Adebukola Ogunsanya

AO/ao