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Provider eNews

A SummaCare Publication For Our Providers.

Dear Provider,

SummaCare has implemented an upcoming change to our claim dispute submission process.

Claim disputes **will no longer** be accepted via fax, mail or the Provider Support Services' email inbox. This change is part of our ongoing efforts to streamline inquiries, improve tracking and properly categorize issues for resolution.

Effective March 4, submit all claim disputes through the [SummaCare Plan Central](#) portal.

When submitting a dispute or adjustment request, please include all supporting documentation with your submission. Requests submitted without documentation cannot be reviewed until the information is provided.

Supporting documents may include but are not limited to:

- Clinical notes or medical records
- Itemized statements
- Coordination of Benefits (COB) documentation
- Prior Authorization information
- Any other documentation necessary to fully evaluate the claim

For information regarding how to submit documentation in Plan Central, please click [here](#).

providerengagement@summacare.com.

Sincerely,
Provider Support Services



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