



Non-Contracted Provider Payment Dispute Form
(APPLIES ONLY FOR DISPUTES DUE TO UNDER MEDICARE FEE PAYMENT OR DOWNCODE)
(Please read instructions below)

Triple S Advantage
PO Box 11320
San Juan, PR 00922-1320

PROVIDER INFORMATION

☐ Physician

☐ Facility

Medicare ID:

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Provider Name _____

Contact _____

Rendering Provider NPI _____

Telephone _____

Billing Provider NPI _____

Fax Number _____

Member name	Member ID	Claim number	CPT/HCPCS	Date of service	Payment	Amount due

Reason for dispute: _____

INSTRUCTIONS

The following documentation **MUST** be submitted with this form:

1. Form 1500/UB04
2. Copy of Explanation of Payment
3. Provider contact information including name and address
4. Pricing information, including NPI number (and CCS/OSACR number for institutional providers), ZIP code where services were rendered, Physician Specialty.
5. If available: Any supporting documentation and correspondence that support your position that the payment is not correct (this may include interim rate letters and/or documentation reflecting payment from Original Medicare on similar or identical services)
6. Copy of the provider's submitted claims with disputed portion identified

Mail to:

Claims Department

Re: Provider Payment Dispute

PO Box 11320

San Juan PR 00922

Important information:

The time frame for disputing a payment issue to the MAO Plan is 120 days from the initial determination date.

Request that do not contain all required elements are considered incomplete and subject to dismissal. Waiver of liability is a requirement for the Dispute Process.

Every dispute is processed within 30 days from the receipt date.

If you have any question, please contact the Provider Relations Department at 787-620-1919 ext. 4171 or 1-888- 620-1919 (toll free) from Monday to Friday 8:00am to 5:00pm

PROVIDER SIGNATURE _____

DATE _____