

How to submit an appeal for denial of payment for healthcare services from SRMT Health Services:

- If you are denied payment from purchased referred care (PRC), both the Patient and the Provider will be notified in writing, stating the service was denied for payment and the reason(s) for the denial. You will be financially responsible for your bill.
- You will have thirty (30) days from the date of the denial letter to appeal the decision in writing to the Assistant Business Office Manager or you may call (518) 358-3141 x.7140. It is the patient's responsibility to submit the appeal (not the Provider's office).

Some common reason(s) for denial of payment are:

- Failure to obtain prior approval for non-emergency services (both Insured/Non-insured patients must have an approved referral prior to receiving treatment).
- Failure to notify referrals after receiving emergency care.
- You are eligible for alternate resources but failed to apply for insurance.
- Do not meet residency requirements for PRC payment (must physically reside within Franklin/St. Lawrence County).
- Healthcare services provided do not fall within current approved medical priorities (i.e. non-covered service).
- You are not a registered patient at SRMT Health Services.
- You are 19+ years and are not enrolled in a Federally Recognized Tribe.

Please make sure your phone number, address and insurance coverage are up to date in your patient chart.

You may need to complete a Proof of Address application to update your address and eligibility status in your patient chart to remain eligible for PRC payment of your healthcare services.

Please contact Patient Registration to verify your information at (518) 358-3141 ext. 7129 or ext. 7102.