

Appeal Reference Guide

Provider Inquiries	Answers
1. General Information	
1.1 What is EXL Services?	TCHP has contracted with an external auditor, EXL Service (EXL) to support its post-payment audit validation reviews for payment accuracy.
1.2 How does this impact providers?	Providers chosen for EXL audits will receive an audit letter requesting medical records for a specific dates of service along with instructions on how and where to send the requested records (specified in the correspondence or letter from EXL).
1.3 How do I find out the status of my audit?	<p>Use the self-service options available on the EXL Provider Portal available at https://exlhealthproviderportal.exlservice.com.</p> <p>Alternatively, contact EXL using the phone number provided on your medical records request letter and select the menu option 3 to be connected to the Clinical Auditing Department.</p>
1.4 I did not receive a copy of the audit correspondence, or it has been misplaced. How can I obtain a copy?	Please contact EXL by phone: 833-717-0378, press 0 for further assistance.
1.5 How can I update provider contact information?	You can contact EXL using the phone number provided on your medical records request and select the menu option 5 to be connected to the Pre Audit department or email your update to Pre.Audit@exlservice.com
1.6 Is there a user manual for the provider portal?	<p>Refer to https://exlhealthproviderportal.exlservice.com/ and select "User Manual".</p> <p>User Manual: Provides instructions to Providers on how to utilize the Provider Portal application to simplify the medical record submission. To access the user guide, click the User Manual icon provided at the top right corner of the page. The Provider Portal user guide will get downloaded as a PDF file on your computer.</p>
2. Appeals	
2.1 How do I submit an appeal or reconsideration request?	You have the right to appeal EXL findings. If you have received a findings letter, please follow the instructions on how to submit a request for reconsideration (specified in the correspondence or letter from EXL). Please pay careful attention to the deadlines listed in letters.
2.2 What should I include in the appeal?	Please forward any supportive and/or additional information to EXL within 30 days of the date of this notification. Please place the audit findings letter on top of the audit report and return both pages with any additional documentation required (see correspondence or letter from EXL for options of submission). If additional documentation is not received, determination is made based only on the information available.



<p>2.3 How long does it take to receive an update on an appeal?</p>	<p>EXL will review your appeal and render a decision within 30-45 days.</p>
<p>2.4 What is the appeal process?</p>	<p>If for any reason you do not agree with the findings, please note the appeal process below.</p> <p>Level 1 Appeal—If you do not agree with audit findings you can submit an appeal form and any supporting documentation within 30 days of notification. The information is then forwarded to the appropriate EXL Audit Manager for review. The manager will make the determination based on the information submitted and notify you within 30 days of receipt.</p> <p>Level 2 Appeal—If you do not agree with the results of the level 1 appeal, you can submit a second appeal along with any additional supporting documentation within 30 days of notification. This information will be forwarded to the EXL Senior Director for review. The Senior Director will then make the determination based on the appeal submitted and notify you within 30 days of receipt.</p> <p>Level 3 Appeal-- If you still do not agree with the results of the level 2 appeal, you can return the appeal to EXL within 30 days of notification with documentation that supports the appeal. EXL will review and respond within 30 days of its receipt.</p>

Contact Information for EXL Services

General Contact

Monday - Friday, 8:00am – 5:00pm (CST)

Phone: (833) 717-0378, press 0

Fax Number: (412) 278-5841

Email: pre.audit@exlservice.com

Mailing address:

111 Ryan Court, Suite 300
Pittsburgh, PA. 15205

Portal Link

For any support or submission of medical records, please visit our provider portal. The portal also has many other self-service features along with FAQs, and a User Guide:

<https://exlhealthproviderportal.exlservice.com>

Escalations or Urgent Matters

Ashley Thompson, Assistant VP - Payment Integrity & Client Services

[Texas Children’s Health Plan Provider FAQ](#)

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