

PAYER CONTACT & APPEAL DEADLINE CHEAT SHEET

PR-27/CO-27 Denial Resolution

MedSole RCM | 2026

MEDICARE & MEDICARE ADVANTAGE

ORIGINAL MEDICARE (Parts A & B)

Appeal Deadline:	120 days from Medicare Remittance Notice date
Eligibility Portal:	CMS.gov
Redetermination:	File with MAC (Medicare Administrative Contractor)
Phone:	1-800-MEDICARE (1-800-633-4227)
Online:	medicare.gov

☐ [Insert your region's MAC name and contact]

MEDICARE ADVANTAGE PLANS

Appeal Deadline:	60 days from denial date
Process:	File with MA plan first (not CMS)
Escalation:	Independent Review Entity (IRE) if plan denies
2026 Note:	Cite CMS-4207-F for retroactive denial appeals

BLUE CROSS BLUE SHIELD (BCBS)

NOTE: Each state BCBS operates independently. Contact your state's BCBS.

Appeal Deadline: 90-180 days (varies by state plan)
Submission: Availability (many states) or state-specific portal

COMMON STATE BCBS CONTACTS:

State	Portal	Provider Phone
Alabama	bcbsal.com/providers	1- 888-267-2955
California	blueshieldca.com	1- 800-927-4357
Florida	floridablue.com	1- 800-352-2583
Georgia	bcbsga.com	1- 800-331-1476
Illinois	bcbsil.com	1- 800-538-8833
Michigan	bcbsm.com	1- 888-267-2955
New York	empireblue.com	1- 888-288-2738
North Carolina	bcbsnc.com	1- 800-672-7891
Ohio	bcbsoh.com	1- 844-912-0938
Pennsylvania	ibx.com / highmark.com	1- 800-275-2583
Texas	bcbstx.com	1- 800-252-8039

[Note: Add your specific state BCBS contact information]

UNITEDHEALTHCARE (UHC)

Appeal Deadline: 180 days from denial date
Eligibility Portal: UHCProvider.com
Provider Phone: 1-877-842-3210

APPEAL SUBMISSION:

Preferred Method: UHCProvider.com online portal
Fax: 1-801-994-1349 (claims disputes)
Mail: UnitedHealthcare
Claims Appeal
P.O. Box 30432
Salt Lake City, UT 84130-0432

⚠️ 2026 ALERT:

UHC exited multiple Medicare Advantage markets. Verify ALL UHC MA patients in January 2026. Old cards will result in valid PR-27 denials.

AETNA

Appeal Deadline: 90 days from denial date (commercial)
60 days (Medicare Advantage)

Eligibility Portal: Availity.com

Provider Phone: 1-888-632-3862

APPEAL SUBMISSION:

Preferred Method: Availity.com

Fax: 1-860-975-1526

Mail: Aetna
Attn: CRT-Claims Review Team
P.O. Box 14079
Lexington, KY 40512-4079

CIGNA

Appeal Deadline: 90 days from denial date (commercial)
60 days (Medicare Advantage)

Eligibility Portal: CignaforHCP.com

Provider Phone: 1-800-88-CIGNA (1-800-882-4462)

APPEAL SUBMISSION:

Preferred Method: CignaforHCP.com portal

Fax: 1-859-410-2409

Mail: Cigna
Provider Appeals
P.O. Box 188011
Chattanooga, TN 37422-8011

HUMANA

Appeal Deadline: 365 days (commercial)
60 days (Medicare Advantage)

Eligibility Portal: Humana.com/provider

Provider Phone: 1-800-457-4708

APPEAL SUBMISSION:

Portal: Availity.com

Fax: 1-877-405-9067

Mail: Humana Claims Appeal
P.O. Box 14601
Lexington, KY 40512-4601

QUICK REFERENCE — APPEAL DEADLINES AT A GLANCE

PAYER	COMMERCIAL	MEDICARE ADVANTAGE
Original Medicare	120 days	N/A
Medicare Advantage	N/A	60 days
BCBS	90-180 days	60 days (MA plans)
UnitedHealthcare	180 days	60 days
Aetna	90 days	60 days
Cigna	90 days	60 days
Humana	365 days	60 days

 **Always verify current deadlines — they can change!**

APPEAL TRACKING LOG

Use this to track your PR-27 appeals:

Claim # _____	Payer _____	DOS _____

Denial Date: _____	Appeal Deadline: _____	

☐ **Appeal submitted on:** _____

☐ **Method:** ☐ Portal ☐ Fax ☐ Mail

☐ **Tracking/Confirmation #:** _____

☐ **Follow-up date (30 days):** _____

☐ **Outcome:** ☐ Paid ☐ Denied ☐ Pending

Notes:

Tired of chasing denials?

MedSole RCM handles appeals for you.

www.medsolercm.com/denial-management