



## Behavioral Health Services Creates Appeal Inbox

From: Passport Health Plan  
Sent: August 18, 2016  
To: Passport Behavioral Health Providers

### **Background:**

Passport Health Plan's (Passport) Behavioral Health Services has created a dedicated inbox for incoming appeal requests to give providers an alternative method to submit appeals. The inbox is monitored throughout the day by dedicated staff, and all incoming requests undergo Passport's standard triage process (same as incoming US mail).

The inbox has plenty of storage space making it less likely to reject an email due to the size of the attachments.

### **Provider Action Needed:**

To submit an appeal request please email directly to [Woburn.appeals@beaconhealthoptions.com](mailto:Woburn.appeals@beaconhealthoptions.com). Providers may set-up a read receipt on any email requests to validate that they have been received prior to their acknowledgement letter. Members may also submit appeals through this email.

### **Questions:**

If you have any questions, please contact Passport's Behavioral Health, 855-834-5651 or your [provider relations specialist](#).