

# How to Submit a Formal Appeal to MMSO

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**Who This is For** Active duty, National Guard, and Reservist.

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**Purpose** This explains how an eligible member submits a formal appeal to the Military Medical Support Office (MMSO) to request:

- payment of a denied authorized medial care claim
- approval of a pre-authorization for medical care previously denied

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**Eligibility** To be eligible to submit a formal appeal to MMSO you must have been either denied a payment of medical care claim(s), or denied pre-authorization request(s) for authorized medical care, and meet the following criteria:

If...	then on date of care, MUST...
Active duty	be eligible in Defense Enrollment Eligibility Reporting System ( <a href="#">DEERS</a> ), and <u>not</u> TRICARE enrolled to an MTF.
National Guard or Reservist	have an approved Line of Duty (LOD) on file at MMSO for the illness or injury.

Definition: Authorized health care: A medical treatment or procedure which is medically necessary.

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## How to Submit a Formal Appeal to MMSO - CONTINUED

### Appeal Process

Follow these steps to submit a formal appeal to MMSO:

Step	Who does it	What happens						
1	Member	Contacts Medical/Unit Representative for clarification, guidance, and assistance with denial of claim or pre-authorization request.						
2	Medical/Unit Representative	Ensures the denial decision was made by MMSO, and not by a Military Treatment Facility (MTF) and is authorized health care.  <u>Note:</u> If the member's care is managed by an MTF, contact that MTF for appeal process.						
3	Medical/Unit Representative	Contacts appropriate MMSO point of contact below via telephone or email for further information regarding the reason for denial:  <table border="1" data-bbox="727 890 1398 1003"> <thead> <tr> <th>If denial was for...</th> <th>then contact...</th> </tr> </thead> <tbody> <tr> <td>claim payment</td> <td>SPOC</td> </tr> <tr> <td>pre-authorization</td> <td>Nurse Consultant Section</td> </tr> </tbody> </table>	If denial was for...	then contact...	claim payment	SPOC	pre-authorization	Nurse Consultant Section
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claim payment	SPOC							
pre-authorization	Nurse Consultant Section							
4	Medical/Unit Representative	Assists member in developing and mailing the appeal request package.						
5	Member	Completes and mails the following appeal request package to MMSO at the below address:  <ul style="list-style-type: none"> <li>• Formal Appeal Request Worksheet, MMSO-04</li> <li>• Copy of the Explanation of Benefits (EOB), if applicable</li> <li>• If Reservist, copy of orders and/or applicable LOD (if not on file at MMSO)</li> </ul> <p><u>Mailing Address:</u>            TRICARE Management Activity            Military Medical Support Office            Attn: Appeals            P.O. Box 886999            Great Lakes, IL 60088-6999</p>						

## How to Submit a Formal Appeal to MMSO - CONTINUED

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**Results and follow up**

If the appeal is denied, the reason for the denial and information on how to initiate a second level appeal will be provided in writing directly to the service member.

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**Point of Contact**

If you have questions or need additional assistance beyond the information provided here, contact:

Division	Healthcare Support Services Branch
Position	Customer Service Representative
Phone	888-647-6676
Fax	847-688-6460

