



Submit Redeterminations Online Through the SWHP Provider Portal

Good news! No more printing forms, finding stamps, and waiting for your redetermination requests to go through the mail. You can now submit redetermination requests online through the SWHP Provider Portal at <https://portal.swhp.org/ProviderPortal/#/login/>.

Simply log in to the portal and locate your claim to submit a request with supporting documentation. It will be processed within 30 days of receipt, and you can follow the status of your claim online.

Redeterminations should be submitted within 90 days from the original date of determination or payment made by SWHP, unless they are:

- Medicare Advantage Claims (submit within 120 days)
- From an Out-of-State provider (submit within 1 year)

A redetermination can be filed for claims based on filing limits, code editing, contracted rate of payment policy, coordination of benefits (COB), data entry error, overpayment or underpayment, or any other reasons you may encounter.

For more details on the redetermination process, please visit https://swhp.org/Portals/O/Files/Forms/Prov_FormsGuides/Provider-Claim-Redetermination-Request.pdf

