



**Note:** Providers have 30-days to file a Level 1 Dispute request. Following the Level 1 decision, the provider has 30-days to file a Level 2 Dispute request.

Claims will be eligible for BOC submission when:

- 1) No L1 is filed
- 2) When the L1 and L2 periods have expired.
- 3) When both the L1 and L2 have resulted in an uphold.

We will not be accepting late disputes, if the provider misses their L1 window, the provider has forfeited both levels of dispute.