

Provider Portal: Reconsideration Requests

Job Aid

Use this process to request a reconsideration for one (1) claim that was either denied due to a coding-related, non-timely filing issue or resulted in an improper payment where the claim paid differently than expected. This reconsideration process is completed through the MESA Provider Portal. To begin, you must access your request via the secure correspondence feature within the Provider Portal, where you can submit the necessary documentation and track the status of your reconsideration.

Note: Provider credentials are needed to log into the portal to use this functionality.

<https://portal.msxix.net/ms/provider/Home/tabid/135/Default.aspx>

How to Access Secure Correspondence

From the MESA Home Page

1. Select *Secure Correspondence*

Figure 1: Secure Correspondence

The screenshot shows the MESA Provider Portal Home page. At the top is a navigation bar with links: Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, Resources, and Contact Us. Below this is a header section with the text 'Home' and the date/time 'Wednesday 01/28/2026 01:10 PM CST'. The main content area is divided into several sections. On the left, there is a 'User Details' section with a 'Welcome' message and links for 'My Profile' and 'Manage Accounts'. Below this is a 'Provider' section with a 'Name' field. In the center, there is a large 'MESA' logo with the text 'MEDICAID ENTERPRISE SYSTEM ASSISTANCE' below it. To the right of the logo, there is a 'Welcome Health Care Professional!' message and a paragraph stating 'We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and...'. On the far right, there is a 'Sign Up to Receive News' link and a 'Secure Correspondence' link, which is highlighted with a red box. Below the 'Secure Correspondence' link is a 'View Letters' link and a message 'New letter received 01/23/2026'.

The Secure Correspondence page displays.

2. Click the **Create New Message** link.

Figure 2: Create a New Message

At the Create Message panel, the **Subject** field is required.

1. Enter the **Subject** for the request.
 - a. EOB number(s) are listed on the Remittance Advice (RA)
2. Click the **Message Category** drop-down list and select the **Reconsideration Requests** for the message.
 - a. This selection routes the message to the appropriate team.

Figure 3: Message Category

3. The system populates your email address, but you must manually enter and confirm it in the **Confirm Email** field.

4. **Add** any other pertinent information in the remaining fields to facilitate your request.
 - b. For example, if this is a question about a claim, be sure to include:
 - i. **Claim number**
(Most Recent Internal Control Number (ICN) of Impacted Claim)
 - ii. **Date of Service** (Input the From/To Date(s) of service on the claim)
 - iii. **Amount Paid** and/or **Billed**
 - iv. **Pay/Deny Date** (Use the Remittance Advice (RA) Paid/Deny Date)
 - c. You can explain more about your question in the **Message** field.

***Note:** Adding information here will make it easier to answer quickly, rather than having to ask for more details.*

Figure 4: Create a Message

Secure Correspondence - Create Message
Back to Message Box ?

Enter your correspondence information below and click the **Send** button to send the correspondence or click **Cancel** to go back.

* Indicates a required field.

*Subject	Reconsideration for EOB 4512
*Message Category	Reconsideration Requests
*Email	ABC123@email.com
*Confirm Email	ABC123@email.com
Provider ID	123456789
Taxonomy	261QE0700X
Provider Name	ABC123
Provider/Facility	
Member Name	John Doe
Member ID	987654321
Claim Number	2026123001001
Date of Service	04/01/2026
To	04/01/2026
Paid Amount	\$500.00
Billed Amount	\$1,000.00
Pay/Deny Date	05/03/2026
Rx #	
NDC	
Prior Authorization Number	
*Message	This was a second procedure done on the same day as the first one.

Make sure to **confirm** the email address is correct and matches in the Confirm Email field.

Message Checklist

Use this checklist to make sure you have all the pertinent information in your reconsideration request:

- **Subject:** EOB number(s) as listed on the Remittance Advice (RA)
- **Message Category:** Select Reconsideration Request
- **Email:** Provide an email address in case of questions
- **Confirm Email:** Same email as above
- **Provider ID:** Input the MESA ID for the provider.
- **Taxonomy:** Enter Billing Provider Taxonomy
- **Provider Name:** Input the Provider Name as registered in MESA
- **Provider/ Facility:** *(If Applicable)*
- **Member Name:** Input the Member's Name
- **Member ID:** Input the Member's MESA ID
- **Claim Number:** Most Recent Internal Control Number (ICN) of Impacted Claim.
- **Date of Service:** Input the From Date(s) of service on the claim.
- **To:** Input the To Date(s) of service on the claim
- **Paid Amount:** Input Total Paid Amount of the claim
- **Billed Amount:** Input the Total Billed Amount of the claim
- **Pay/Deny Date:** Use the Remittance Advice (RA) Paid/Deny Date
- **RX Number:** *(If Applicable)*
- **NDC:** *(If Applicable)*
- **Prior Authorization Number:** *(If Applicable)*
- **Message:** Input detailed information in the text box explaining the reason for your request

Attachments

5. To include an attachment, click **Choose File** to select and upload a document.
 - d. If you attach a file, you must indicate its type from the **Attachment Type** drop-down list. For this example, the attachment might be a signed request.

Note: You can upload up to **20MB** of files per message.

Allowable file types are: **.gif, .jpg, .jpeg, .pdf, .png, .tif, and .txt.**

Attachment name length cannot exceed **50** characters.

Figure 5: Add Attachments

The screenshot shows a web interface for adding attachments to a message. On the left, there are several input fields: 'Paid Amount', 'Billed Amount', 'Pay/Deny Date', 'Rx #', 'NDC', 'Prior Authorization Number', and a text area for 'Message'. To the right of these fields is a list of attachment types. The 'Progress Report' option is selected and highlighted in blue. Below the list, there is a table with columns for '#', 'Transmission Method', and 'Attachment Type'. The 'Add' button at the bottom left of the attachment section is highlighted with a red box.

6. Select **Add** to add the attachment to the message.

Figure 6: Complete and Send Message

The screenshot shows the 'Attachments' section of the message form. It contains a table with the following data:

#	Transmission Method	File	Control #	Attachment Type	Action
1	FT-File Transfer	Recon-Request form.pdf (285K)	20260617094153475752	Progress Report	Remove

Below the table, there is a 'Click to add attachment.' link. At the bottom of the form, the 'Send' button is highlighted with a red box and a mouse cursor.

7. Click **Send** to submit your message.

The system confirms receipt with a Contact Tracking Number (CTN). Click **OK**.

Figure 7: Message Confirmation



Searching for a Correspondence

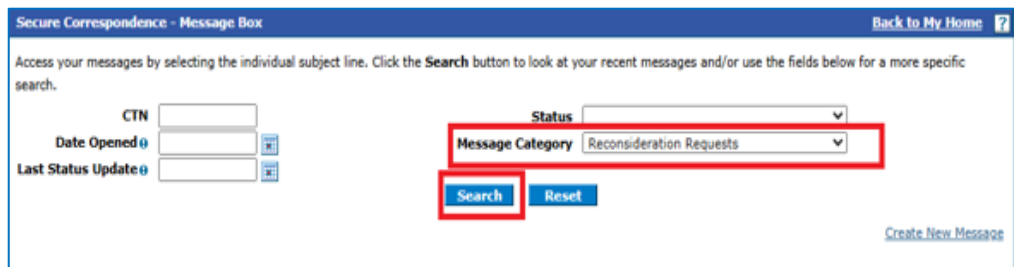
At any time, you can search for this message, or any message, by entering the **CTN** and clicking **Search** in the Secure Correspondence panel.

The quickest way to find a secure correspondence is to enter the **CTN**.

If that is not available, use one of the other fields to help narrow the search.

Note: If you call in regarding this message, be sure to give the agent the **CTN** so they can see your message and any attachments or information you have already provided.

Figure 8: Find a Message



- Using **Search by Message Category – Reconsideration Requests** will return all reconsideration requests, including the CTN number, status, subject, message category, date opened, and last status update.

Figure 9: Correspondence Search Results

Secure Correspondence - Message Box [Back to My Home](#)

Access your messages by selecting the individual subject line. Click the **Search** button to look at your recent messages and/or use the fields below for a more specific search.

CTN

Status

Date Opened

Message Category

Last Status Update

Search

Reset

[Create New Message](#)

Total Records: 25

CTN	Status	Subject	Message Category	Date Opened	Last Status Update
106010008	Open	Reconsideration request EOB 1723	Reconsideration Requests	05/14/2026	05/14/2026
106010007	Open	Reconsideration request EOB 0278	Reconsideration Requests	05/14/2026	05/14/2026
106010006	Open	Reconsideration request EOB 2502	Reconsideration Requests	05/14/2026	05/14/2026

- Using **Status – Open** will filter results with an Open status.
- The CTN listing with the **Subject** filled will be considered the original request as submitted by the Provider.
- Responses will have the same CTN as the original correspondence, along with a blank subject line.

Note: Check back regularly to see correspondence replies.

Figure 10: Open Correspondence

Secure Correspondence - Message Box
Back to My Home

Access your messages by selecting the individual subject line. Click the **Search** button to look at your recent messages and/or use the fields below for a more specific search.

CTN
Date Opened
Last Status Update

Status: Open
Message Category: Reconsideration Requests

Search
Reset

Create New Message

CTN	Status	Subject	Message Category	Date Opened	Last Status Update
106010002	Open	Reconsideration request EOB 0841	Reconsideration Requests	05/14/2026	05/14/2026
106010001	Open	Reconsideration request EOB 0037	Reconsideration Requests	05/14/2026	05/14/2026
106010001	Open		Reconsideration Requests	05/14/2026	05/14/2026
106009999	Open	Reconsideration request EOB 0278	Reconsideration Requests	05/14/2026	05/14/2026
106009998	Open	Reconsideration request EOB 0278	Reconsideration Requests	05/14/2026	05/14/2026
106009997	Open	Reconsideration request EOB 0841	Reconsideration Requests	05/14/2026	05/15/2026
106009997	Open		Reconsideration Requests	05/14/2026	05/15/2026
106009993	Open	Reconsideration request EOB 0278	Reconsideration Requests	05/14/2026	05/27/2026
106009992	Open	Reconsideration request EOB 0841	Reconsideration Requests	05/14/2026	05/14/2026
106009992	Open		Reconsideration Requests	05/14/2026	05/14/2026
106009992	Open		Reconsideration Requests	05/14/2026	05/14/2026
106009991	Open		Reconsideration Requests	05/14/2026	05/14/2026
Message Reconsideration request received and review initiated.					
106009991	Open	Reconsideration request EOB 1723	Reconsideration Requests	05/14/2026	05/14/2026
Message Subject: Reconsideration request EOB 1723, MessageText: Provider ID: 1275705436 Taxonomy: None Provider Name: Angel M Johnson Provider/Facility: None Member Name: None Member ID: None Claim Number: 2026007000007 Date of Service: 10/03/2025 To: 10/03/2025 Paid Amount: None Billed Amount: None Pay/Deny Date: 01/07/2025 Rx #: None NDC: None Prior Authorization Number: None Message: Refer to reconsideration request documents below Attachment: Y					
106009989	Open	Reconsideration request EOB 0278	Reconsideration Requests	05/14/2026	05/14/2026
106009988	Open	Reconsideration request EOB 0841	Reconsideration Requests	05/14/2026	05/14/2026

- Once a correspondence question is answered, the **Status** will be set to **Closed**.
- A new window will open where the provider will be able to read the final decision:
 - Reprocess and pay
 - Reprocess and denied
 - or RTP (Return to Provider) Reasons.

Figure 11: Closed Correspondence

Secure Correspondence - Message Box

Back to My Home ?

Access your messages by selecting the individual subject line. Click the **Search** button to look at your recent messages and/or use the fields below for a more specific search.

CTN

Date Opened

Last Status Update

Status Closed

Message Category Reconsideration Requests

Search

Reset

Create New Message

Total Records: 26

CTN	Status	Subject	Message Category	Date Opened	Last Status Update
106009994	Closed		Reconsideration Requests	05/14/2026	06/08/2026
106009994	Closed	Reconsideration request EOB 1723	Reconsideration Requests	05/14/2026	06/08/2026
106009880	Closed		Reconsideration Requests	05/13/2026	05/13/2026
MessageReturn to Provider ? Over 90 Days Reconsideration Request ICN 2025171857319 Dear Provider This letter is in response to your redetermination request for the claim number listed above. Your redetermination request has been dismissed due to untimely submission. A request for review must be made no later than 90 calendar days after the MS Division of Medicaid gives notice to the provider of its decision (90 calendar days from the date of the Remittance Advice). ? The Remittance Advice Paid/ Denial Date for ICN listed above was 06/20/2025. ? The Reconsideration Request was received on May 13, 2026. Over the 90 days limit. Gainwell Clinical Unit is not authorized to conduct any further reconsideration of this decision, therefore your request for Reconsideration must be denied. If you need assistance, please contact the Provider and Beneficiary Services Call Center at 1-800-844-3222 or your designated field representative. Sincerely, Claim Review Unit					
106009880	Closed	Reconsideration request EOB 1257 and 0503	Reconsideration Requests	05/13/2026	05/13/2026
106009829	Closed		Reconsideration Requests	05/12/2026	05/13/2026
106009829	Closed	Reconsideration Request EOB 0287	Reconsideration Requests	05/12/2026	05/13/2026

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	06/08/2026	Gainwell	Initial publication
1.1	07/10/2026	Gainwell	Updated per Feedback
1.2	08/05/2026	Gainwell	Updated per testing feedback