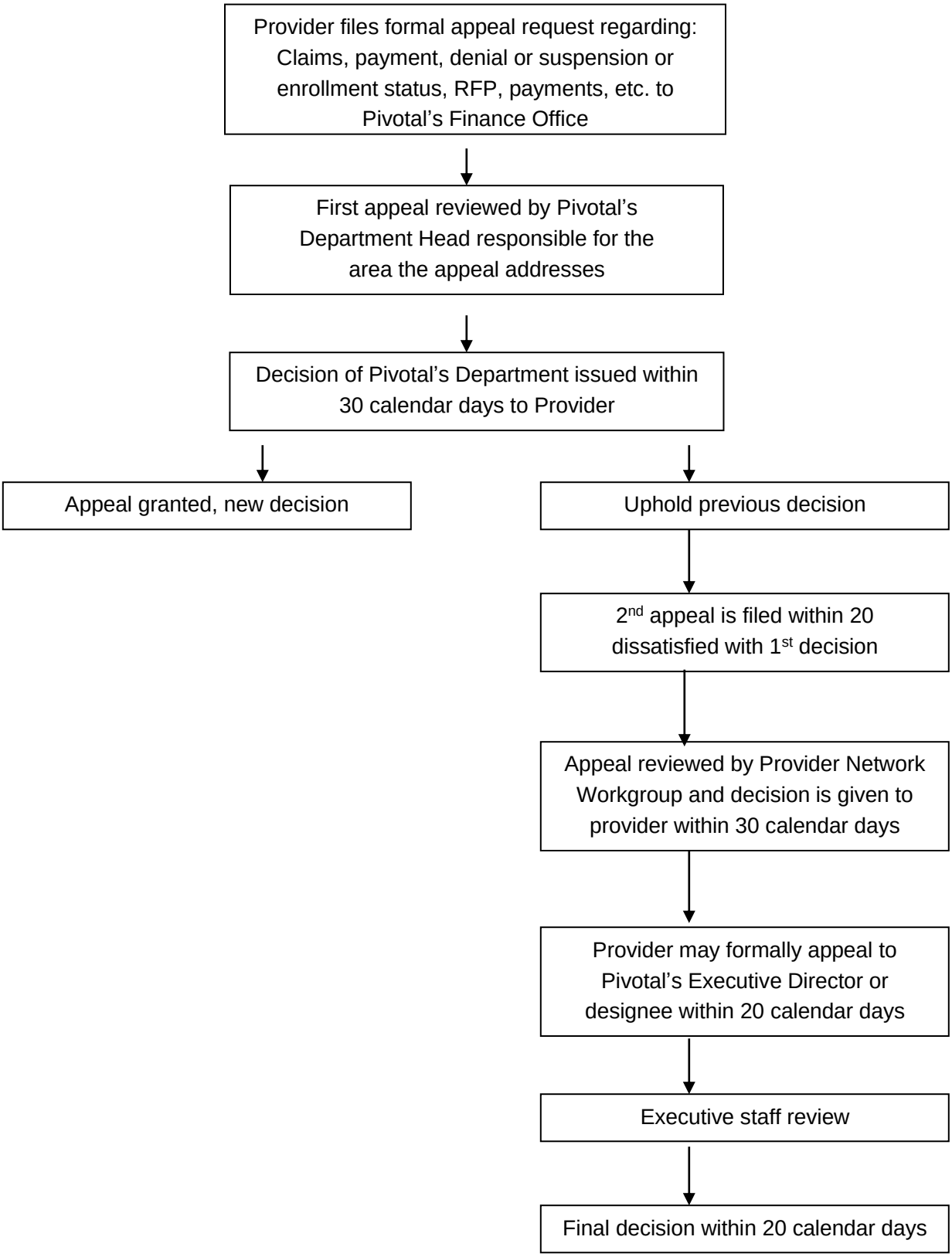PROVIDER APPEAL PROCESS (NON-CLINICAL)