

What If I Don't Agree With A Coverage Determination Decision?

You have the right to appeal. If you want to appeal, you must request your appeal within 60 calendar days after the date of this notice. We can give you more time if you have a good reason for missing the deadline. You have **the right to ask us for an exception** if you believe you need a drug that is not on our list of covered drugs (formulary) or believe you should get a drug at a lower cost-sharing amount. You can also ask for an exception to utilization management tools, such as a dose restriction or step therapy requirement. Your physician must provide a statement to support your exception request.

Who May Request an Appeal?

You or someone you name to act for you (your **appointed representative**) may request an appeal. You can name a relative, friend, advocate, attorney, doctor, or someone else to act for you. Others may already be authorized under State law to act for you.

You can call us at: 1-888-579-9373 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun) to learn how to name your appointed representative. If you have a hearing or speech impairment, please call us at 1-888-579-9375 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun).

IMPORTANT INFORMATION ABOUT YOUR APPEAL RIGHTS

For more information about your appeal rights, call us or see your Evidence of Coverage.

There Are Two Kinds of Appeals You Can Request

Expedited (72 hours) - You can request an expedited (fast) appeal if you or your doctor believe that your health could be seriously harmed by waiting up to 7 days for a decision. If your request to expedite is granted, we must give you a decision no later than 72 hours after we get your appeal.

- **If the doctor who prescribed the drug(s)** asks for an expedited appeal for you, or supports you in asking for one, and the doctor indicates that waiting for 7 days could seriously harm your health, **we will automatically expedite your appeal.**
- If you ask for an expedited appeal without support from a doctor, we will decide if your health requires an expedited appeal. If we do not give you an expedited appeal, we will decide your appeal within 7 days.
- Your appeal will not be expedited if you've already received the drug you are appealing.

Standard (7 days) - You can request a standard appeal. We must give you a decision no later than 7 days after we get your appeal.

What Do I Include with My Appeal Request?

You should include your name, address, Member ID number, the reasons for appealing, and any evidence you wish to attach. If your appeal relates to a decision by us to deny a drug that is not on our formulary, your prescribing physician must indicate that all the drugs on any tier of our formulary would not be as effective to treat your condition as the requested off-formulary drug or would harm your health.

How Do I Request an Appeal?

For an Expedited Appeal: You or your appointed representative should contact us by telephone or fax at the numbers below:

Phone: 1-888-579-9373 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun)

Fax: 1-800-693-6703

For a Standard Appeal: You or your appointed representative should mail or deliver your written appeal request to the address below:

Attn: Medicare Appeals Department
1305 Corporate Center Drive, Bldg EC
Eagan, MN 55121

What Happens Next? If you appeal, we will review your case and give you a decision. If any of the prescription drugs you requested are still denied, you can request an independent review of your case by a reviewer outside of your Medicare Drug Plan. If you disagree with that decision, you will have the right to further appeal. You will be notified of your appeal rights if this happens.

Contact Information:

If you need information or help, call us at:

Toll Free: 1-888-579-9373 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun)

TTY: 1-888-579-9375 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun)

Other Resources To Help You:

Medicare Rights Center

Toll Free: 1-888-HMO-9050

TTY: 1-888-579-9375 (7am-9pm CT Mon-Fri, 8am-9pm CT Sat-Sun)

Elder Care Locator

Toll Free: 1-800-677-1116 (8am-7pm CST Mon-Fri)

1-800-MEDICARE (1-800-633-4227) (24 hours a day/7 days a week)

TTY: 1-877-486-2048 (24 hours a day/7 days a week)

SM Service Mark of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans

A Medicare Advantage plan offered by HCSC Insurance Services Company, an Independent Licensee of the Blue Cross and Blue Shield Association under contracts S5715 with the Centers for Medicare and Medicaid Services.