

Notice of Denial of Medicare Prescription Drug Coverage

Member ID number:
Request Reference #:

,

We have denied coverage of the following prescription drug(s) that you or your physician requested:

We denied this request because:

<<denialreason>>

What If I Don't Agree With This 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 the telephone number listed under **Contact Information** on the last page of this letter to learn how to name your appointed representative. If you have a hearing or speech impairment, please call us at the TTY number listed under **Contact Information** on the last page of this letter.

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: refer to **Contact Information** below

Fax: 1-866-308-6296

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

Part D Appeals and Grievance Department
ATTN: CA124-0197
P.O. Box 6106
Cypress, Ca. 90630

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 additional information or assistance, please call us at:

AARP MedicareRx:	1-888-867-5575 TTY:1-877-730-4192	Available24 hours day/7 days week
UnitedHealth Rx:	1-888-867-5562 TTY:1-877-730-4203	Available24 hours day/7 days week
United Medicare Rx:	1-866-863-1406 TTY: 1-877-730-4203	Available24 hours day/7 days week

Other Resources To Help You:

Medicare Rights Center
Toll Free: 1-888-HMO-9050
TTY:

Elder Care Locator
Toll Free: 1-800-677-1116
1-800-MEDICARE (1-800-633-4227)
TTY: 1-877-486-2048

United HealthCare Insurance Company or one of its affiliated entities (together called “UnitedHealthcare”) insure the following families of Part D Plans and Medicare Advantage-Part D Plans: AARP MedicareRx Plans; UnitedHealth Rx plans; United MedicareRx plans; MedicareComplete plans; AARP MedicareComplete plans; SecureHorizons MedicareDirect plans; Evercare Plan plans ; Erickson Advantage plans and Oxford Medicare Advantage plans. Prescription Solutions is the prescription benefit administrator for UnitedHealthcare. Please refer to your Evidence of Coverage for specific information on which UnitedHealthcare entity offers your Medicare Prescription Drug Plan or Medicare Advantage Part D Plan.