The first step in submitting an appeal is to gather the information you need. This includes any documents that support your appeal, such as receipts, doctors' notes, and lab test results. It is also important to have a copy of the explanation of benefits (EOB) that shows the decision made by Northwind Health Plus.

Step 2: Prepare Your Appeal

Next, you need to prepare your appeal. You will need to include a written request that explains why you are appealing the decision and any supporting documents. Be sure to include the claim number and the name of the service or drug that was denied. You should also include a copy of the EOB that shows the decision made by Northwind Health Plus.

Step 3: Submit Your Appeal

Once you have prepared your appeal, you can submit it to Northwind Health Plus. You can submit your appeal online, mail it to Northwind Health Plus, or fax it to the number provided in your EOB.

Step 4: Wait for a Response

Once you have submitted your appeal, Northwind Health Plus will review it and make a decision. You will receive a letter in the mail within 30 days of the date Northwind Health Plus received your appeal.

Exceptions

In certain situations, Northwind Health Plus may waive the normal time frames for appeals. This includes situations where waiting for a decision could result in a serious health risk or cause severe financial hardship. If this is the case, you can submit a request for an expedited appeal.

Tips for Submitting an Appeal

When submitting an appeal, keep these tips in mind:

• Make sure to include all relevant information, such as receipts, doctors' notes, and lab test results.

• Be sure to include a copy of the explanation of benefits (EOB) that shows the decision made by Northwind Health Plus.

• Be sure to include your claim number and the name of the service or drug that was denied.

• Submit your appeal online, mail it to Northwind Health Plus, or fax it to the number provided in your EOB.

• If you need an expedited appeal, be sure to include information that explains why you need it.