Request for Redetermination of Medicare Prescription Drug Denial

Because HAP Medicare Advantage denied your request for coverage of (or payment for) a prescription drug, you have the right to ask us for a redetermination (appeal) of our decision. You have 60 days from the date of our Notice of Denial of Medicare Prescription Drug Coverage to ask us for a redetermination. This form may be sent to us by mail or fax:

Address:
Attn: Appeals and Grievance Dept.
Health Alliance Plan
1414 E. Maple Rd.
Troy, MI 48083

Fax Number:
(313) 664-5866

You may also ask us for an appeal through our website at **hap.org/medicare**.

Expedited appeal requests can be made by phone at:

HAP Medicare Connect (HMO), HAP Senior Plus Henry Ford Tiered Access (HMO), HAP Senior Plus (HMO-POS), HAP Senior Plus Group (HMO-POS), HAP Henry Ford Select (HMO) and HAP MSUHC Medicare
(800) 801-1770 (TTY: 711)

HAP Senior Plus (PPO), HAP Senior Plus Group (PPO), HAP MSU-HC Medicare Prime (PPO), HAP Member Assist (PPO) and HAP Medicare Explore (PPO)
(888) 658-2536 (TTY: 711)

HAP Medicare Complete Assist (PPO-D-SNP)
(888) 658-2536 (TTY: 711)

HAP Medicare Complete Duals (HMO D-SNP)

(800) 848-4844 (TTY: 711)

Customer Service hours of operation:
April 1 through Sept. 30: Monday - Friday, 8 a.m. to 8 p.m.
Oct. 1 through March 31: seven days a week, 8 a.m. to 8 p.m.

Who May Make a Request: Your prescriber may ask us for an appeal on your behalf. If you want another individual (such as a family member or friend) to request an appeal for you, that individual must be your representative. Contact us to learn how to name a representative.

Enrollee's Information Enrollee Name: Date of Birth:		
Enrollee Address:		
City:	State:	ZIP Code:
Phone:	Enrollee Member ID Number:	
Complete the following section ONLY if the person making this request is not the enrollee: Requestor Name:		
Requestor's Relationship to Enrollee		
Address:		
City:	State:	Zip Code:
Phone:		

<u>Representation documentation for appeal requests made by someone other than enrollee or the enrollee's prescriber:</u>

Attach documentation showing the authority to represent the enrollee (a completed Authorization of Representation Form CMS-1696 or a written equivalent) if it was not submitted at the coverage determination level. For more information on appointing a representative, contact your plan or 1-800-Medicare.

Prescription drug you are requesting:	
Name of drug:	Strength/quantity/dose:
Have you purchased the drug pending appeal? ☐ Yes ☐ No	
If "Yes": Date purchased: Amount paid: $ (attach copy of receipt)	
Pharmacy name:	Pharmacy phone:

Prescriber's Information:		
Name		
Address		
City	State	ZIP Code
Office Phone		Fax
Office Contact Person		

Important Note: Expedited Decisions

If you or your prescriber believe that waiting 7 days for a standard decision could seriously harm your life, health, or ability to regain maximum function, you can ask for an expedited (fast) decision. If your prescriber indicates that waiting 7 days could seriously harm your health, we will automatically give you a decision within 72 hours. If you do not obtain your prescriber's support for an expedited appeal, we will decide if your case requires a fast decision. You cannot request an expedited appeal if you are asking us to pay you back for a drug you already received.

☐ **CHECK THIS BOX IF YOU BELIEVE YOU NEED A DECISION WITHIN 72 HOURS (if you have a supporting statement from your prescriber, attach it to this request).**

Please explain your reasons for appealing. Attach additional pages, if necessary. Attach any additional information you believe may help your case, such as a statement from your prescriber and relevant medical records. You may want to refer to the explanation we

provided in the Notice of Denial of Medicare Prescription Drug Coverage and have your prescriber address the Plan's coverage criteria, if available, as stated in the Plan's denial letter or in other Plan documents. Input from your prescriber will be needed to explain why you cannot meet the Plan's coverage criteria and/or why the drugs required by the Plan are not medically appropriate for you.

Signature of person requesting the appeal (the enrollee or the representative):

Sign: _____ **Date:** _____

Health Alliance Plan (HAP) has HMO, HMO-POS, PPO plans with Medicare contracts. HAP Medicare Complete Duals (HMO D-SNP) and HAP Medicare Complete Assist (PPO D-SNP) are Medicare health plans with a Medicare contract and a contract with the Michigan Medicaid Program. Enrollment depends on contract renewals.