Wellmark Advantage Health Plan

Wellmark Advantage Health Plan, Inc. is an independent licensee of the Blue Cross and Blue Shield Association.

Request for Redetermination of Medicare Prescription Drug Denial

Because we, Wellmark Advantage Health Plan Blue Medicare Advantage PPO and Blue Medicare Advantage Enhanced PPO 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:
CVS Caremark Part D Appeals
PO Box 52000, MC109
Phoenix, AZ 85072-2000

Fax Number:
1-855-633-7673

You may also ask us for an appeal through our website at www.wellmark.com/medicare/advantage/resources. Expedited appeal requests can be made by phone at 1-855-344-0930, TTY: 711, 24 hours a day, 7 days a week.

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's Name_____ Date of Birth _____/_____/_____

Enrollee's Address_____

City_____ State_____ ZIP Code_____

Phone (_____)_____ Enrollee's Member Prescriber ID_____

Complete the following section ONLY if the person making this request is not the enrollee:

Requestor's Name_____

Requestor's Relationship to Enrollee_____

Address_____

City_____ State_____ ZIP Code_____

Phone (_____)_____

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

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, 24 hours per day, 7 days a week. TTY users call: 1-877-486-2048

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)

Name and telephone number of pharmacy_____

Prescriber's Information

Name_____ Date of Birth _____/_____/_____

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 enrollee's prescriber or representative:

_____ Date _____/_____/_____

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Discrimination is against the law

Wellmark Advantage Health Plan complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Wellmark Advantage Health Plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Wellmark Advantage Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
    - Qualified sign language interpreters
    - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, which may include:
    - Qualified interpreters
    - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call the customer service number on the back of your member ID card. If you aren't already a member, call 1-800-213-3771, TTY: 711.

Here's how you can file a civil rights complaint

If you believe that Wellmark Advantage Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with:

Office of Civil Rights Coordinator
600 E. Lafayette Blvd., MC 1302
Detroit, MI 48226
Phone: 1-877-411-6950, TTY: 711
Fax: 1-866-559-0578
Email: CivilRights@wellmarkadvantagehealthplan.com

If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal website at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail, phone, or email at:

U.S. Department of Health & Human Services
200 Independence Ave, SW, Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019, TDD: 1-800-537-7697
Email: OCRComplaint@hhs.gov

Complaint forms are available on the U.S. Department of Health & Human Services at http://www.hhs.gov/ocr/office/file/index.html.

This notice is available at Wellmark Advantage Health Plan's website: https://www.wellmark.com/languages-ma/notice-of-nondiscrimination.