



Tips for the Appeal Process

If you completed the insurance plan's prior authorization (PA) or medical exception (ME) and were denied, there are some steps that you can take to appeal this decision. Although there is no standardized process that applies across all payers, there are some steps that may help you support your decision for the prescribed therapy.

The information that is provided from the payer regarding your initial denial will explain how to start the appeals process. Read through the denial carefully. It is very important to address the specific reason for denial when appealing. If you have not received a copy of the denial, try contacting the payer for the denial reason.

Specific Types of Appeals

- If the PA/ME was denied because of an incomplete form or missing information, you may simply provide the missing information and resubmit.
- If the health plan determined that the medication is not medically necessary, you may need to submit evidence supporting your clinical rationale. This may include documenting treatment goals for the patient and providing information on whether or not the established treatment goals for the patient are being met.
- If the denial is related to dosing, consider providing a copy of the titration protocol and/or using a copy of the prescribing information to justify dosing requirements.

Other Considerations to Keep in Mind

- Review "Tips for the Payer Approval Process" handout for general best practices.
- Many payers have deadlines or other requirements that are specific to the appeals process, according to the payer's guidelines. It is best to check the guidelines to see if there are any timing requirements and/or methods for appealing. Some plans may require specific forms to be filled out for the appeals process.
- Whenever possible, use customized, specific responses versus prepared denial responses.
- Consider requesting an expedited peer-to-peer review with the payer where you can speak directly to the clinical reviewer and have the opportunity for a live discussion.
- For written submissions, you may want to include your credentials and use office letterhead.
- Retain copies of all correspondence and a log of all communication.