

**NOTICE OF DENIAL OF MEDICAL COVERAGE  
MediBlue HMO**

Date: \_\_\_\_\_ Member ID Number: \_\_\_\_\_

Beneficiary's name: \_\_\_\_\_

We have denied coverage of the following medical services or items that you or your physician requested:

\_\_\_\_\_  
\_\_\_\_\_

We denied this request because: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Services determined to be not medically necessary and/or experimental/investigational are excluded from coverage as described in the exclusions section of your contract. You can request free copies of the benefit guidelines and clinical criteria used in making this decision. If the treating physician would like to discuss the case with a medical director, the physician should call 1-888-476-8920.

**What If I Don't Agree With This Decision?**

You have the right to appeal. To exercise it, file your appeal in writing 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.

**Who May File An Appeal?**

You or someone you name to act for you (your **authorized representative**) may file an appeal. You can name a relative, friend, advocate, attorney, doctor or someone else to act for you. Others also already may be authorized under State law to act for you.

You can call us at: **1-800-499-9554** to learn how to name your authorized representative. If you have a hearing or speech impairment, please call us at TTY/ TDD **1-800-241-6894**.

If you want someone to act for you, you and your authorized representative must sign, date and send us a statement naming that person to act for you.

OMB Approval No. 0938-0829 Form No. CMS-10003-NDMC (June 2001)

## 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 File Standard (30 days)

– You can ask for a standard appeal. We must give you a decision no later than 30 days after we get your appeal. (We may extend this time by up to 14 days if you request an extension, or if we need additional information and the extension benefits you.)

**Fast (72-hour review)** – You can ask for a fast appeal if you or your doctor believe that your health could be seriously harmed by waiting too long for a decision.

We must decide on a fast appeal no later than 72 hours after we get your appeal. (We may extend this time by up to 14 days if you request an extension, or if we need additional information and the extension benefits you.)

- **If any doctor** asks for a fast appeal for you, or supports you in asking for one, and the doctor indicates that waiting for 30 days could seriously harm your health, **we will automatically give you a fast appeal.**
- If you ask for a fast appeal without support from a doctor, we will decide if your health requires a fast appeal. If we do not give you a fast appeal, we will decide your appeal within 30 days.

### What Do I Include With My Appeal?

You should include: your name, address, Member ID number, reasons for appealing and any evidence you wish to attach. You may send in supporting medical records, doctors' letters or other information that explains why we should provide the service.

Call your doctor if you need this information to help you with your appeal. You may send in this information or present this information in person if you wish.

### How Do I File An Appeal?

**For a Standard Appeal:** You or your authorized representative should mail or deliver your written appeal to the address(es) below:

Mail: Empire BlueCross BlueShield  
Medical Management Appeals Dept.  
Maildrop 6 O – P.O. Box 11825  
Albany, N.Y. 12211

Hand Deliver:  
Empire BlueCross BlueShield  
15 MetroTech Center, 2nd Floor  
Brooklyn, NY 11201

**For a Fast Appeal:** You or your authorized representative should contact us by telephone or fax:

Toll Free: 1-800-499-9554  
TTY/TDD: 1-800-241-6894  
FAX: 1-800-367-5563

**What Happens Next?** If you appeal, we will review our decision. After we review our decision, if any of the services you requested are still denied, Medicare will provide you with a new and impartial review of your case by a reviewer outside of your Medicare Advantage Organization. If you disagree with that decision, you will have further appeal rights. You will be notified of those appeal rights if this happens.

### Contact Information:

If you need information or help, call **us** at:

Toll Free: 1-800-499-9554  
TTY/TTD: 1-800-241-6894

### Other Resources To Help You:

#### Medicare Rights Center

Toll Free: 1-888-HMO-9050

#### Elder Care Locator

Toll Free: 1-800-677-1116

#### 1-800-MEDICARE (1-800-633-4227)

TTY/TTD: 1-877-486-2048

