

APPEALS RESPONSE

When you receive a denial of treatment for your patient, carefully read the reasons for denial. Your response and supporting documents should address these reasons specifically.



Note: Each insurer and each patient might require or request different information or documentation. Please review each denial and the insurer’s guidelines, as well as ActelionPathways.com, to help inform your decisions about what to include in your patient’s appeals package.

	APPEALS CHECKLIST	APPEALS TIPS
FORMS	<input type="checkbox"/> Statement of medical necessity	<p>REVIEW ALL GUIDELINES</p> <ul style="list-style-type: none"> • Every health plan has specific guidelines • Find out if this plan has any special requirements you did not meet on the initial submission • An example appeals letter is available at ActelionPathways.com • Review your previous statement of medical necessity for any missing information or incorrect numbers or codes <p>DOUBLE-CHECK YOUR NUMBERS</p> <ul style="list-style-type: none"> • Complete all the fields on any forms you submit • Include the patient ID number from his or her insurance card • Be sure to include your provider ID number as well <p>KEEP COMPLETE RECORDS</p> <ul style="list-style-type: none"> • Follow up within 48 to 72 hours to confirm receipt and get an updated status of the appeal • Make a copy of anything you send to the insurance company • Log any phone calls you make, including the time, date, and the name of the representative • Record the name and contact information of the people with whom you interact
LETTERS	<input type="checkbox"/> Appeal letter <input type="checkbox"/> Patient’s denial letter or explanation of benefits letter	
SUPPORTING DOCUMENTATION	<input type="checkbox"/> Test and lab results (right heart catheterization, acute vasoreactivity testing, echocardiography, etc) <input type="checkbox"/> List of ineffective, intolerant, or contraindicated treatments <input type="checkbox"/> Prescribing Information (typically for new therapies or new indications for existing therapies)	

