Request for Redetermination of Medicare Prescription Drug Denial

Because we, Cigna-HealthSpring, 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:  
Cigna-HealthSpring  
ATTN: Part D Appeals  
PO Box 24207  
Nashville, TN 37202-4087  

Fax number:  
1-866-593-4482

You may also ask us for an appeal through our website at www.cignahealthspring.com. Expedited appeal requests can be made by phone at 1-866-845-6962.

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 ID number _______________

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.
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 __________________________________________________________

Address ______________________________________________________

City _______________ State _______ Zip code ______________

Office phone _______________ Fax _____________________________

Office contact person _________________________________________

Important note: Expedited decisions

If you or your prescriber believe that waiting seven 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 seven 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.

___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Signature of person requesting the appeal (the enrollee, or the enrollee’s prescriber or representative):

Signature ___________________________________________ Date: ________________

This information is available for free in other languages. Please call our customer service number at 1-800-668-3813 (TTY 711) 8 am - 8 pm, 7 days a week. Esta información está disponible de forma gratuita en otros idiomas. Favor de llame a nuestro Departamento de servicio al cliente al 1-800-668-3813 (TTY 711), 8 a.m. a 8 p.m., siete días de la semana.