# Cigna HealthCare of Colorado, Inc. Customer Appeal Request



An appeal is a request to change a previous adverse decision made by Cigna. A Customer or his/her representative (to include a provider appealing on his/her behalf) may appeal the adverse decision related to your coverage.

### STEP 1:

<u>Contact Cigna's Customer Service Department at the toll-free number listed on the back of the Cigna HealthCare customer ID card to</u> <u>review any adverse coverage determinations/payment reductions</u>. We may be able to resolve your issue quickly outside of the formal appeal process. If a Customer Service representative cannot change the initial coverage decision, he or she will advise you of your right to request an appeal. You may also contact Cigna's National Appeals Unit at 704-752-5241.

#### STEP 2:

Complete and mail this form and/or appeal letter along with any supporting documentation to the address identified below. Complete and accurate preparation of your appeal will help us perform a timely and thorough review. Your request for a Level 1 appeal should be submitted within 365 days of receipt of an adverse determination notice. Your request for a Level 2 appeal should be submitted within 180 days from the date you received a Level 1 adverse determination.

### **REQUESTS FOR AN APPEAL SHOULD INCLUDE:**

- 1. If you submit a letter without a copy of the Customer Appeal form, please specify in your letter this is a "Customer Appeal". Please include all the information that is requested on this form.
- 2. A copy of the original claim and explanation of payment (EOP), explanation of benefit (EOB), or initial adverse determination letter, if applicable.
- 3. Any documentation supporting your appeal. For adverse determinations based upon lack of medical necessity, additional documentation may include a statement from your healthcare professional or facility describing the service or treatment and any applicable medical records.

Employer Name       Account Number (from Cigual D card)         Patient Last Name       (First)       (M)       Date of Birth       State of Residence         Health Care Professional or Facility Name       Is Health Care Professional Contracted?       Is Health Care Professional Contracted?         Date of Service       Procedure/Type of Service       Clair Number/Document Control       Number         Appeal is being filed by:       Primary Care Physician       Specialist/Ancillary Physician       Health Care Face       Face         O ther Representing function of person filling out the form       Specialist/Ancillary Physician       Health Care Face       Face       Face         Signature       Isolary's Date       Isolary's Date       Isolary's Date       Face       Face       Face         Home Phone #       Business Phone #       Eusiness Phone #       Face       F	Cigna Customer Name (Last) (First)		(First)		(MI)	Customer ID #		
Health Care Professional or Facility Name Is Health Care Professional Contracted?   Is Health Care Professional Contracted? Yes   Yes No     Date of Service Procedure/Type of Service     Claim Number/Document Control Number   Appeal is being filed by:   Participant Primary Care Physician   Specialist/Ancillary Physician Health Care Facility   Other Representative (Indicate relationship to Participant): Today's Date   Signature   Home Phone # Business Phone #	Employer Name				Account Number (from Cigna ID card)			
Image: Service Procedure/Type of Service   Claim Number/Document Control Number     Appeal is being filed by:   Participant   Primary Care Physician   Specialist/Ancillary Physician   Health Care Facility   Other Representative (Indicate relationship to Participant):     Name of person filling out the form     Signature   Home Phone #    Business Phone #	Patient Last Name (First)				(MI)	Date of Birth	State of Residence	
Date of Service Procedure/Type of Service Claim Number/Document Control Number   Appeal is being filed by:	Health Care Professional or Facility Name			Is Health Care Professional Contracted?				
Appeal is being filed by:   Participant   Primary Care Physician   Specialist/Ancillary Physician   Health Care Facility   Other Representative (Indicate relationship to Participant):     Name of person filling out the form     Today's Date   Signature   Home Phone #   Business Phone #     Have you already received services?						Yes N	0	
Participant Primary Care Physician Specialist/Ancillary Physician Health Care Facility   Other Representative (Indicate relationship to Participant):     Name of person filling out the form     Signature     Home Phone #     Business Phone #     Have you already received services?     Yes     No	Date of Service	Procedure/Type of Service			Claim N	lumber/Document Co	ntrol Number	
□ Other Representative (Indicate relationship to Participant):   Name of person filling out the form   Signature   Home Phone #   Business Phone #   Have you already received services?   Yes   No	Appeal is being filed by:							
Name of person filling out the form Today's Date   Signature Signature   Home Phone # Business Phone #   Have you already received services? Yes   Yes No	Participant Primary Care Physician Specialist/Ancillary Physician Health Care Facility							
Signature Home Phone # Business Phone # Have you already received services? Yes No	Other Representative (Indicate relationship to Participant):							
Home Phone # Business Phone # Have you already received services? Yes No	Name of person filling out the form				Today's Date			
Have you already received services?	Signature							
Yes No	Home Phone #			Business Phone #				
If no, and these services require prior authorization, we will resolve your appeal request for coverage as quickly as possible, within 15 calendar days.								
	If no, and these servio	es require prior authorization, we will re	solve your appeal req	uest for coverage as quickly as	possible,	within 15 calendar da	ys.	

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## Please check off the selection that best describes your appeal:

- Request for in-network coverage
- Coverage Exclusion or Limitation
- Maximum Reimbursable Amount
- Inpatient Facility Denial (Level of Care, Length of Stay)
- Mutually Exclusive, Incidental procedure code denials
- Additional reimbursement to your out of network health care professional for a procedure code modifier
- Experimental/Investigational Procedure
- Medical Necessity
- Timely Claim Filing (without proof)
- Benefits reduced due to re-pricing of billed procedures (Viant, Beech Street, Multiplan, etc.)

Reason why you believe the adverse coverage determination was incorrect and what you feel the expected outcome should be. As a reminder, please attach any supporting documentation (for medical necessity-related denials, include medical records documentation from your health care professional or facility).

# **Additional Comments:**

Mail the completed Appeal Request Form or Appeal Letter **along with all supporting documentation** to the address below:

Cigna HealthCare National Appeals Unit P.O. Box 188011 Chattanooga, TN 37422

**IMPORTANT:** This address is intended only for appeals of coverage denials. Any other requests sent to this address will be forwarded to the appropriate Cigna location, which may result in a delay in handling your request or processing your claim.