

Denial

November 8, 2016

Cinderella Doll
123 Healthy Street
Anytown, LA 70000

Dear Cinderella Doll:

We are writing to tell you that your request for nebulizer with compressor for dates of service 08/28/16 – 09/29/16 is denied and Contractor will not pay for the care.

To find out why we won't pay, keep reading. If you think we made a mistake, you may ask for an appeal).

If you have questions, call Contractor at **1-800-123-4567**. TTY users call **1-866-987-6543**. This call is free. Your doctor also got a copy of this letter, so you should also talk to your doctor.

Why won't Contractor pay nebulizer with compressor for dates of service 08/28/16 – 09/29/16?

Our reason for this decision is based on the Contractor Provider Handbook (LA-PM-0015-16), Section "Precertification/Notification coverage Guidelines" and the Healthcare Management Services Denial - Core Process Policy.

According to the criteria listed above, for services that require pre-certification, the Contractor must be notified before the service is performed.

- Your son's services were performed on the date(s): 08/28/16 – 09/29/16.
- On 11/04/2016 we received the request for nebulizer with compressor from Friendly Pediatrics on behalf of Dr. Benjamin.
- On 11/06/2016 we denied the request. The request was received over 1 month after the services were started.

Because of all the reasons stated, Contractor does not think the care is medically necessary. To get a free copy of the guidelines used to make this decision, call **1-800-123-4567**. **TTY users call 1-866-987-6543**.

You or someone legally authorized to do so, can ask for a **free** copy of the criteria, guidelines or any other information we used to make this decision by calling **1-800-123-4567**.

Do you have questions? Call us at **1-800-123-4567**. You may also want to talk to your doctor.

Does your doctor want to talk to someone about this decision? Your doctor can call Contractor at **1-800-123-4567**.

What can you do if you think Contractor made a mistake?

If you think we made a mistake, you may ask for an appeal. If you want to request an appeal, you must do so within 30 days from date of this notice. You can choose to file an appeal yourself, or you can choose another person, including an attorney or your doctor, to act on your behalf. If your doctor or someone else appeals for you, you must give them written permission.

You have the right to ask for a State Fair Hearing. You may ask for this after the appeal process with Health Plan has ended. We will tell you how to ask for a State Fair Hearing when you get the final appeal decision.

How do you ask for an appeal?

There are three ways you can ask for an appeal:

- **Call** Contractor at **1-800-123-4567**.
- **Mail** the Request for Appeal form to:
Contractor Appeal Processing
P.O. Box 987654
Baton Rouge, LA 70806-1234
- **Fax** the Request for Appeal form to **1-866-135-7913**

How long does it take to make a decision about my appeal?

We will make a decision within thirty (30) days of getting your appeal.

What if you need a fast decision?

If your condition is considered urgent, we may be able to make a decision about your appeal much sooner. You may need a fast decision if, by not getting the requested services, one of the following is likely to happen:

- You will be at risk of serious health problems, or you may die;
- You will have serious problems with your heart, lungs, or other body parts; or
- You will need to go into a hospital.

Your doctor must agree that you have an urgent need.

After you get your appeal decision and you still don't agree, you can ask for a State Fair Hearing. A State Fair Hearing is where a judge reviews our decision. We will tell you how to ask for a State Fair Hearing when you get the final appeal decision.

Do you need help with this letter? Call Contractor at **1-800-123-4567**.

If you need help in another language, call 1-800-123-4567 (toll-free).

Para obtener ayuda para traducir o entender esta información, sírvase llamar al **1-800-123-4567** o TDD/TTY **1-800-987-6543**, entre 8 a.m. y 5 p.m.

Để được giúp phiên dịch hoặc hiểu phần này, xin gọi số **1-866-595-8133** hoặc TDD/TTY **1-**