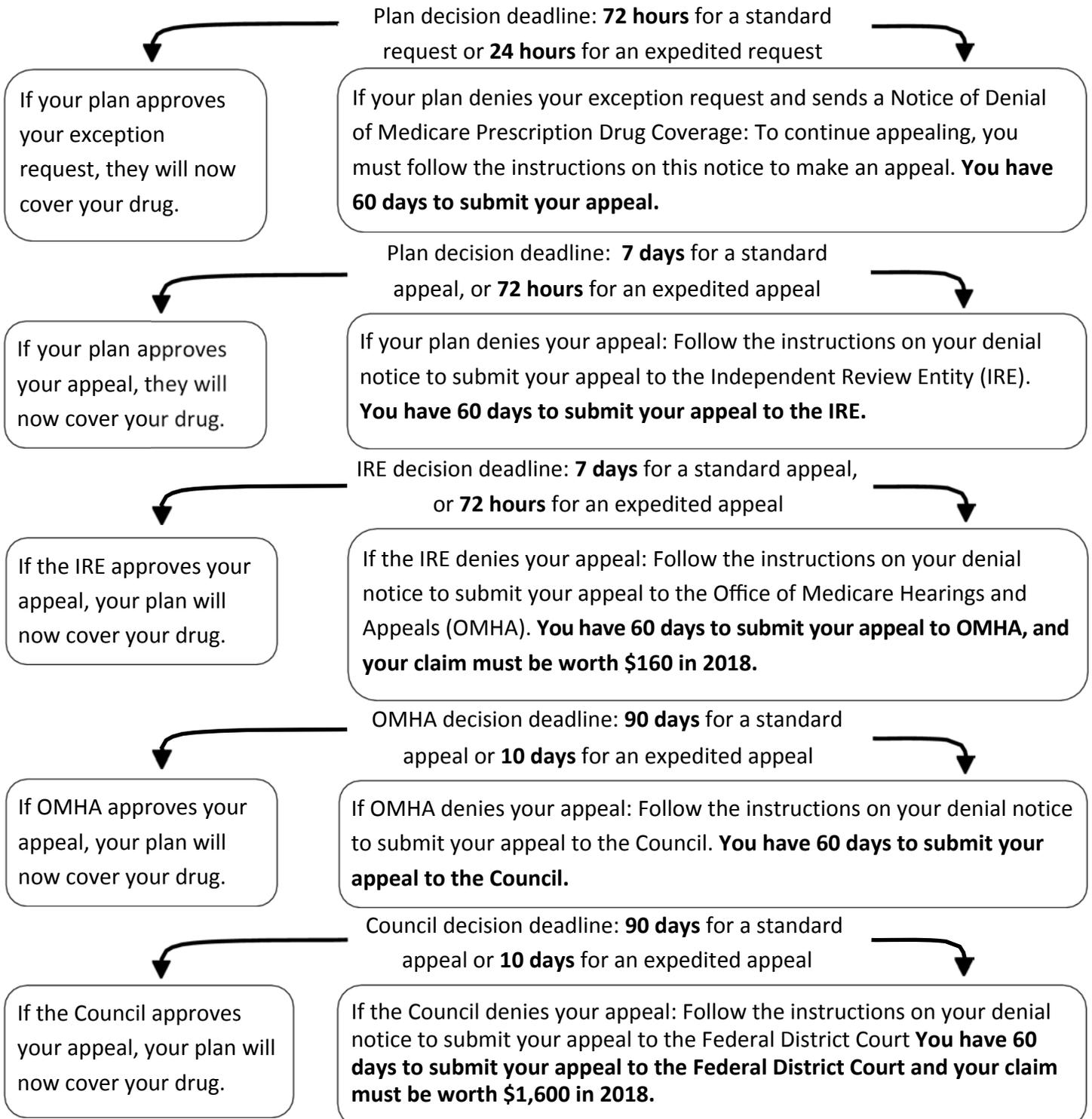


## The Part D appeals process

To start a Part D appeal, you or your doctor submits an exception request to your plan.



There is **no timeline** for the Federal District Court to make a decision about your appeal. If they approve your appeal, your plan must cover your drug.

SHIP National Technical Assistance Center: 877-839-2675, [www.shiptacenter.org](http://www.shiptacenter.org) | [info@shiptacenter.org](mailto:info@shiptacenter.org)

SMP National Resource Center 877-808-2468 | [www.smpresource.org](http://www.smpresource.org) | [info@smpresource.org](mailto:info@smpresource.org)

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## Part D Appeals FAQs

### **Q: What should I include with my appeal?**

**A:** Your appeal should explain why you need the drug and should address the reasons that the drug was denied. If you do not understand why the drug was denied, you should call your Part D plan. If your doctor is not appealing on your behalf, your appeal should contain a letter from your doctor explaining why the drug is medically necessary.

### **Q: Can I have someone help me with my appeal?**

**A:** Yes. You can appoint a representative to assist with your appeal. The representative can be a friend, family member, doctor, or lawyer.

### **Q: I've been paying out of pocket for my drugs since I started appealing. Will my plan reimburse me if I win my appeal?**

**A:** Yes. If you pay out of pocket for the drugs your plan is denying, and if you win your appeal, the plan should reimburse you. Keep receipts and submit them to

### **Q: I'm frustrated with my Part D plan's customer service. Should I file an appeal?**

**A:** Not necessarily. You should file an appeal only if you are requesting that your plan cover a drug or lower your copay for a drug. For complaints about customer service or other problems that you have with your Part D plan, you should file a grievance. Contact your plan using the number on the back of your insurance card to ask where to get a grievance form.

### **Q: What if I missed the deadline to appeal?**

**A:** If you missed the deadline at any level of the appeals process, you can request a good cause extension for your late appeal to be considered. To make this request, send your appeal as you normally would and include a clear explanation of why your appeal is late. If the reason has to do with illness or medical conditions, include a letter or supporting documentation from your doctor.

## Saving money on drug costs

If you have limited income and assets and you are struggling to pay for covered prescription drugs, consider applying for **Extra Help**. Extra Help is a federal program that helps pay for the costs of Medicare prescription drug coverage. You can apply for Extra Help online at [www.ssa.gov](http://www.ssa.gov) or at your local Medicaid office.

Your state might also have a **State Pharmaceutical Assistance Program (SPAP)** that helps save money on prescription drugs. To find out if your state has an SPAP and learn how to apply, contact your State Health Insurance Assistance Program (SHIP) by calling 877-839-2675 or visiting [www.shiptacenter.org](http://www.shiptacenter.org).

## Who can I call if I need more help?

You can call your **State Health Insurance Assistance Program (SHIP)** if you need assistance with filing an appeal or if you want to learn more about cost-saving programs.

You can call your **Senior Medicare Patrol (SMP)** if you believe you were a victim of Medicare fraud or abuse.

| Local SHIP and SMP Contact Information   |  |
|--|--|
|  <p><b>Senior LinkAge Line®</b><br/>1-800-333-2433<br/>LINK TO A LOCAL AGING EXPERT</p>   | <ul style="list-style-type: none"> <li><b>To find a SHIP in another state, call 877-839-2675 or visit <a href="http://ww.shiptacenter.org">ww.shiptacenter.org</a>.</b></li> <li><b>To find an SMP in another state, call 877-808-2468 or visit <a href="http://ww.smpresource.org">ww.smpresource.org</a>.</b></li> </ul> |
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