

P.O. Box 30196  
Salt Lake City, UT 84130-0196  
Phone **844-208-9012** (toll-free)  
Fax **801-442-0762**  
selecthealth.org/medicare



## APPEAL/RECONSIDERATION REQUEST FORM

### USE THIS FORM FOR COMPLAINTS ABOUT BENEFIT COVERAGE OR A DENIED CLAIM

If you have questions, call our Complaints and Appeals department at the number above weekdays, from 8:00 a.m. to 6:00 p.m. You may also contact Member Services toll-free at **855-442-9900** during the following dates and times:

**October 1 to March 31** - weekdays 7:00 a.m. to 8:00 p.m., Saturday and Sunday 8:00 a.m. to 8:00 p.m.

**April 1 to September 30** - weekdays 7:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 2:00 p.m., closed Sunday. Outside of these hours, please leave a message and your call will be returned within one business day. TTY users, please call 711.

Member Name \_\_\_\_\_ Member ID# \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

ZIP \_\_\_\_\_ Ph# (\_\_\_\_\_) \_\_\_\_\_ Email Address \_\_\_\_\_

Provider \_\_\_\_\_ Name, if you are not the member \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Date(s) of Service \_\_\_\_/\_\_\_\_/\_\_\_\_

Check this box if you are requesting an expedited appeal (pre-service only)

### A. THE REASON FOR YOUR APPEAL

### B. WHAT WRITTEN AND/OR VERBAL COMMUNICATION HAVE YOU RECEIVED? FROM WHOM?

### C. WHAT WOULD YOU LIKE US TO DO?

### D. HOW WOULD YOU LIKE US TO CONTACT YOU ABOUT YOUR APPEAL?

Email \_\_\_\_\_  Mail \_\_\_\_\_  Fax \_\_\_\_\_

### SIGNATURE

Attach copies of any related documents (such as referrals, claims, bills, or letters from doctors). **Fax these with this completed form to 801-442-0762. You may also mail them to the address above.**

**I AUTHORIZE SELECTHEALTH TO REVIEW MY COMPLAINT. I UNDERSTAND THAT THIS MAY REQUIRE A REVIEW OF MY MEDICAL RECORDS.**

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*Member or Representative*

Free interpreting services provided upon request.

SelectHealth is an HMO, HMO-SNP plan sponsor with a Medicare contract. Enrollment in SelectHealth Advantage depends on contract renewal.