

Questions to Ask Your **Health Plan Representative About Denial of Coverage**

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Asking questions will help you take an active role in managing your (or your child's) care. If you do not understand any part of the information your representative gives you, ask him or her to explain it in another way.

How can I get a current copy of the plan document and plan summary?	Notes
2. What is the specific reason my claim was denied?	
3. When can you send me a copy of the denial letter stating the specific reason my claim was denied?	
4. What is the process for requesting an exception to get	
approval? Can my doctor submit a letter explaining why this drug [treatment/test] is medically necessary?	
5. How do I request a physician peer review?	
6 Is there anyone also I can speak to if I have questions	
6. Is there anyone else I can speak to if I have questions about the appeals process?	To print additional copies of this question guide, or to print copies of question guides on other topics, go to www.lls.org/whattoask. You may also request that copies be sent to you by contacting an