

## APPEALS - CLINICAL

When a prior authorization request is denied, the physicians or members have the opportunity to appeal the decision. This form of denial is known as prospective denial, one that is given prior to service rendered.

UM appeals must address the reason given for denial for services requested.

### Common UM Denials

1. Cosmetic
2. Not a plan benefit
3. Inadequate medical justification
4. Services can be provided by an in-plan provider
5. Alternate service recommended
6. Does not comply with UM guidelines

### Submission of HMO Appeals

**For all HMO plans (Commercial and Senior) providers or members are to contact the HMO corporate office directly to submit an appeal. Use the mailing address or telephone number listed in the body of the Santé denial letter. Be sure to include additional information for authorization reconsideration.**

To request an appeal by telephone or in writing contact the Health Plan at the following locations:

#### **Aetna Health of California, Inc.**

Attn: Regional Medical Services  
Commercial Grievance & Appeals Unit  
P.O. Box 10169  
Van Nuys, CA 91410  
Telephone: 1-800-756-7039  
Fax: 1-860-754-5321

#### **Anthem Blue Cross**

Attn: Grievance & Appeals Department  
P.O. Box 4310  
Woodland Hills, CA 91365-4310  
Telephone: 1-800-365-0609  
Fax: 1-818-234-1089  
Internet: [www.bluecrossca.com](http://www.bluecrossca.com)

#### **Blue Shield of California**

Attn: Member Appeals and Grievances  
P.O. Box 5588  
El Dorado Hills, CA 95762-0011  
Telephone: 1-800-424-6521  
Fax: 1-916-350-7585  
Internet: [www.mylifepath.com](http://www.mylifepath.com)

#### **Health Net**

Attn: Member Services Appeals and Grievances  
Department  
P.O. Box 10348  
Van Nuys, CA 91410-0348  
Telephone: 1-800-522-0088  
Fax: 1-818-676-7200  
Internet: [www.healthnet.com](http://www.healthnet.com)

#### **Healthy Families**

Health Net  
Attn: Member Services Appeals and Grievances  
Department  
P.O. Box 10348  
Van Nuys, CA 91410-0348  
Telephone: 1-888-231-9473  
Fax: 1-818-676-8179  
Internet: [www.healthnet.com](http://www.healthnet.com)

#### **PacifiCare**

Attn: Appeals & Grievance Unit  
P.O. Box 6107, Mail Stop CA 124-0160  
Cypress, CA 90630-9972  
Telephone: 1-800-624-8822  
Fax: 1-866-704-3420

**CIGNA Health Care**  
National Appeals Unit  
P.O. Box 5225  
Scranton, PA 18505-5225  
Telephone: 1-800-244-6224  
Fax: 1-800-988-4741

**Aetna Senior**  
Medicare Plan Grievance & Appeals Unit  
P.O. Box 14067  
Lexington, KY 40512  
Toll Free: 1-800-932-2159  
Fax: 1-909-476-5216 or 1-866-604-7092

**Secure Horizons**  
Appeals and Grievance  
Ovations West  
Mail Stop CA124-0157  
P.O. Box 6106  
Cypress, CA 90630  
Telephone: 1-800-228-2144  
Fax: 1-888-517-7113