

# GENERAL TIPS FOR HEALTH PLAN APPEAL HEARINGS

- ✓ Personal attendance at an appeal hearing makes an impression and more convincing appeal (eye contact, facial expressions with verbal communication, etc.)
- ✓ Have your physician and other providers appear with you in person at your appeal if possible; if not, request they call in via phone or provide a written statement for you
- ✓ Personal appearance is very important; dress in an appropriate manner presenting a neat and clean appearance
- ✓ Supply your physician (other provider's) medical record history about your health problem (s)
- ✓ Supply your medical records - information (from your provider) about tests / treatment previously completed for your health problem or other related health problems
- ✓ Supply medical records - information about the **medical necessity** of the testing or treatment requested by your physician provider. Show medical evidence - include pictures, if any. (Is this the only appropriate test or treatment that can be done? Is there an alternative (s) that may be tried first?)
- ✓ Show the cost effectiveness of the testing / treatment. Will there be cost savings resulting from the testing / treatment? Show the cost savings. Compare the cost savings with alternative testing / treatment. If it is not done, what costs will there be to maintain your optimal health?
- ✓ Is the procedure / testing known to relieve pain and suffering and provide for optimal health and life? Be prepared to provide this information.
- ✓ Is any follow-up care / treatment usually necessary after the procedure / treatment is completed? Be prepared to provide this information.
- ✓ Be prepared to provide information about what state and /or federal law allows, and provide information about what other health plans pay.
- ✓ \*Be sure to write down (and bring your written information with you, including phone numbers, etc.), everything you want / need to cover in the appeal; Check it off as you cover it in the appeal. Your appeal time may be short. Be prepared – rehearse if needed.