

# Member appeal form



## Member information

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

## Appeal information

1. Indicate the type of appeal you are filing:

Prior authorization (a service or item that has not been received yet).

Claim (a service or item that has already been received). Date of service \_\_\_\_\_

2. Authorization, referral, or claim number \_\_\_\_\_  
(Refer to your Explanation of Benefits or Denial Notice.)

3. What service or item was denied? \_\_\_\_\_

4. Why do you believe the service or item should be covered?

I am requesting an expedited 72-hour review of a service or item that has not been received yet. (To qualify for an accelerated review, see **"Expediting your appeal"** on the second page of this form.)

If you are filing on behalf of the member, go to [PacSrc.co/documents-and-forms](https://PacSrc.co/documents-and-forms) and search for **"Designation of Authorized Representative."** Download and complete the Designation of Authorized Representative form and include it when submitting this form.

Representative name \_\_\_\_\_

Relationship to member \_\_\_\_\_ Phone \_\_\_\_\_

## Mail or fax this form to:

PacificSource Health Plans Appeal and Grievance Department, PO Box 7068, Springfield, OR 97475-0068  
Fax: 541-225-3628

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## Expediting your appeal

In all cases, PacificSource will review and respond to your request as soon as possible. To qualify for an expedited response within 72 hours:

- The request must pertain to coverage of services you **have not received yet**.
- Waiting up to 30 days for a decision could put your health or life in danger.

If you believe you need an expedited review, please let us know. A plan physician will review your medical records to determine if your appeal qualifies for an accelerated review and response. If not, your appeal will be processed within 30 calendar days.

If your physician calls us or writes to us to support your request for an expedited review, we will automatically process your request within the 72-hour timeframe.

## Questions?

If you have questions about how appeals are processed, please refer to your Member Handbook, or call Customer Service at **888-977-9299**, TTY: 711. We accept all relay calls.