

CVS Caremark
PRESCRIPTION PLAN APPEAL PROCESS

**For State of Delaware's CVS Caremark
non-Medicare Prescription Plan**

DEPARTMENT OF HUMAN RESOURCES
STATEWIDE BENEFITS OFFICE

INITIAL SERVICE

Employee receives service and a claim is filed by the employee (or by provider on employee's behalf) with CVS Caremark.

IF DENIED,

LEVEL I APPEAL – ADMINISTERED BY CVS CAREMARK

Employee must file an appeal with CVS Caremark **within 180 days** from receipt of the notice of denial to request a review of the claim decision,

CVS Caremark will review the appeal and provide a written decision to the employee:

- a) Within 15 days for Pre-Service
- b) Within 30 days for Post-Service requests, or
- c) Within 72 hours for expedited appeals under certain conditions

IF DENIAL IS UPHELD,

LEVEL II APPEAL – ADMINISTERED BY CVS CAREMARK

Employee must file a Level II appeal **within 180 days** from receipt of the Level I appeal decision.

CVS Caremark approves or denies the appeal with written notice to the employee:

- a) Within 15 days for Pre-Service requests,
- b) Within 30 days for Post-Service requests, or
- c) Within 72 hours for expedited appeals under certain conditions

IF DENIAL IS UPHELD, LEVEL III APPEAL OPTIONS:

**EMPLOYEE MAY SUBMIT AN APPEAL TO EITHER OR BOTH THE STATE OF DELAWARE
STATEWIDE BENEFITS OFFICE OR AN EXTERNAL REVIEW TO CVS CAREMARK.**

LEVEL III APPEAL – ADMINISTERED BY THE STATEWIDE BENEFITS OFFICE

Employee may file an appeal of the denial in writing to the Statewide Benefits Office **within 20 days** of the postmark date of the notice of denial of the Level II appeal (or an urgent level appeal) and/or notice of the denial of the Level III external review appeal.

Please submit Level III appeals to the Statewide Benefits Office at this address:

Appeals Administrator
RE: APPEAL
Statewide Benefits Office
Enterprise Business Park
97 Commerce Way, Suite 201
Dover, DE 19904

Appeal must contain the employee's contact information (mailing address, email address, telephone number, etc.) a written summary of events, applicable Explanation of Benefits (EOBs), and any additional documentation employee desires to provide to support his/her position. Additionally, employee must sign and submit with appeal the State of Delaware's Authorization for Release of Protected Health Information form to provide authorization to the Statewide Benefits Office to obtain applicable information from CVS Caremark.

This form is available at: <https://de.gov/statewidebenefits> (Select your group, then select the *CVS Caremark Prescription Plan* tile, under "I WANT TO..." select "Appeal a Denied Claim". Employees submitting an appeal without the signed form will be requested, in writing, to submit the form.

The Statewide Benefits Office will not begin to review the appeal until the State of Delaware's Authorization for Release of Protected Health Information form is received.

The Appeals Administrator from the Statewide Benefits Office (or his/her designee) will conduct an internal review of the appeal and provide a written notice of the decision to the employee and the carrier **within 30 days** of receiving the appeal.

LEVEL III APPEAL – EXTERNAL REVIEW PROVIDED BY CVS CAREMARK

Employee may request an external review. Information on how to submit for an external review is included in the denial letter sent by CVS Caremark. An external review is performed by an independent review organization with medical experts who were not involved in the prior determination of the claim.

The request must be received **within four (4) months** from the date of the final internal adverse benefit determination. If that date within four months falls on a Saturday, Sunday or a holiday; the deadline will be the next business day. Upon completion of the external review, CVS Caremark accepts the decision of the external reviewer.

Please submit external reviews to:

Prescription Claim Appeals MC 109
CVS Caremark
P.O. Box 52084
Phoenix, AZ 85072
Fax 866-443-1172

IF DENIAL IS UPHELD,

LEVEL IV (FINAL) APPEAL – ADMINISTERED BY THE STATE OF DELAWARE – STATE EMPLOYEE BENEFITS COMMITTEE (SEBC)

Employee may file a written appeal to the State Employee Benefits Committee (SEBC) **within 20 days** of the postmark date of the notice of denial for the Level III appeal from the Statewide Benefits Office.

Please submit Level IV appeals to the SEBC at this address:

Co-Chair, State Employee Benefits Committee (SEBC)
RE: APPEAL
Department of Human Resources
Haslet Armory, Second Floor,
122 Martin Luther King Boulevard South
Dover, DE 19901

The SEBC receives the appeal and:

- a) Identifies a Hearing Officer (Division Director, Statewide Benefits Office). The Hearing Officer conducts a hearing and submits a report to the SEBC **within 60 days** of the date of the hearing. The SEBC accepts or modifies the report, and notice of the decision is postmarked to the employee within 60 days;

OR

- b) Hears the appeal, and notice of the decision is postmarked to the employee **within 60 days** of the hearing.