

 **Dompé** | **CONNECT** to *Care*

Composing an Appeal Letter for patients who have been prescribed OXERVATE™

If your patient's health insurance plan denies coverage for OXERVATE, you may submit an appeal. When submitting an appeal for your patient, an appeal letter can help provide additional details about your clinical decision-making rationale behind the choice for OXERVATE.

Why is an appeal necessary?

Coverage may be denied for various reasons such as:

- Simple errors on the form, including coding errors
- Failure to obtain or document necessary prior authorization information
- Payer determining that the treatment is not covered

What's the most important thing to know about writing an appeal?

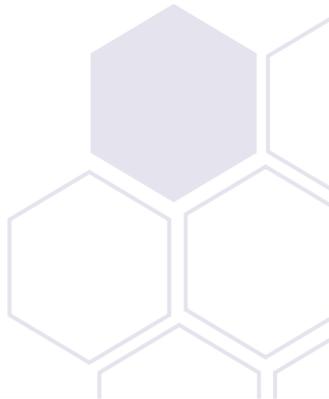
The prior authorization could help you avoid this step entirely

- Completing the prior authorization correctly and entirely can often prevent a payer from denying coverage, depending on the payer's reason for denial

What goes into an appeal letter?

- 1** If the patient's health insurance plan denies coverage, **the plan will provide written documentation to your office with details and steps needed to be taken in order to appeal the decision.**
 - a. *Important tip:* Carefully read the details provided by the plan and understand all requirements needed for this patient's appeal. It is critical to identify if the plan set a deadline for your appeal submission.
- 2** **Gather supporting documentation required by the payer**
- 3** **Compose the Letter:** there are key components to writing the appeal letter (see backside for an example)
 - a. Patient identifiable information and payer identifiers, including case ID# with the payer
 - b. Payer specifics such as name of Medical Director, name of Payer contact, and payer address
 - c. Summary of patient diagnosis with correct IDC10 code(s) and prior treatment history
 - d. Your clinical rationale which can be achieved by attaching the full prescribing information that includes the efficacy and safety information from clinical trials
 - i. The OXERVATE USPI can be found on OXERVATE.com
- 4** **Send the Letter:** the letter and the supporting documentation should be sent to the plan within the **timeframe designated in the denial letter**
 - a. Review time can vary depending on the payer, however, the plan will indicate the review time in the denial letter
 - b. The patient can contact the plan to verify status of the appeal

See backside for sample letter of appeal



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<p>Be sure to print the letter on the physician's letterhead.</p>	<p style="text-align: center;">Physician Letterhead</p>
<p>Read through the details of the denial letter from the Payer and be sure to send the appeal within the time frame they require.</p>	
<p>Learn the reasons for the denial by reviewing the details of the denial letter.</p>	<p>RE: [Patient's Name] appeal for coverage of Oxervate [Patient's reference number]</p> <p>Patient: [Name of Patient] DOB: [MM/DD/YYYY] Subscriber ID Number: [Insurance ID Number] Subscriber Group Number: [Insurance Group Number] Case ID Number: [Case ID Number] Dates of Service: [Dates]</p> <p>Dear [Payer Contact Name/Medical Director]:</p> <p>Please accept this letter as an appeal for [Patient's Name] in response to [Plan Name]'s decision to deny my patient coverage for Oxervate. It is my understanding based on your letter dated [Date], that Oxervate has been denied because [quote the specific reason for denial stated in the denial letter].</p>
<p><u>ICD10 Codes suggested for use for NK:</u> H16.011, H16.0012, H16.001, H16.002, H16.231, H16.232, H18.811, H18.812</p> <p><i>Disclaimer:</i> Coding is at the discretion of the treating physician.</p>	
<p>The bullet pointed section can be changed or added to, so that it addresses your patient's specific needs and reason to overturn the denial.</p>	<p>The US Prescribing Information can be found on OXERVATE.com in PDF format.</p>

This is just a sample letter, and not an actual letter. Appeal approval can vary.

1. OXERVATE™ (cenegermin-bkbj) ophthalmic solution 0.002% (20 mcg/mL) [US package insert]. Boston, MA: Dompé U.S. Inc.; 2019.
2. Versura, P, et al. neurotrophic keratitis: current challenges and future prospects. Eye Brain 2018; 10:37-45.

Please see accompanying FULL PRESCRIBING INFORMATION