



Illinois Department of Insurance

Request for External Review

320 West Washington Street
 Springfield, IL 62767-0001
 Toll-free 877-850-4740
 TDD: 866-323-5321
 Fax: 217-557-8495

DOI.externalreview@illinois.gov

Revised 3/2020

Is this request **URGENT**? Does the patient have a medical condition where the timeframe for completion of an expedited internal appeal (48 hours), a final adverse determination (15-30 days), or a standard external review (21-45 days) would seriously jeopardize the life or health of the patient or would jeopardize the patient's ability to regain maximum function?

NO YES - (If yes, the Physicians Certification Expedited Review form is **REQUIRED**)

NOTE: By requesting an expedited external review, you are waiving any available appeal steps and will not have an opportunity to submit additional information after this request.

<u>PATIENT INFORMATION</u>				
Last		First		MI
Address		City	State	Zip
Phone Number	Email			

<u>INSURANCE INFORMATION</u>			
Insurance Company Name			Policy ID
Policy Holder Name		Employer/Sponsor Name	
Plan Type	Individual Plan	Group Plan - Employer	Group Plan - Sponsor

<u>HEALTH CARE PROVIDER INFORMATION</u>			
Organization/Doctor's Name			Phone Number
Address		City	State Zip
Fax Number	Email		
Contact Person	Contact Preference	Mail	Email Fax

<u>REASON FOR EXTERNAL REVIEW</u>			
If the denial reason is NOT listed, please call 877-850-4740 prior to filing			
Medical Necessity	Pre-existing Condition	Rescission of Coverage	Experimental/Investigational
Date(s) of Service (REQUIRED)		Date of Denial (attach letter if possible)	

HEALTH CARE DECISION IN DISPUTE

Include any information you have about the healthcare services, supplies or medications being denied.

REQUEST FOR EXTERNAL REVIEW CHECKLIST

Include the Following Items:

Proof of Legal Representation – **REQUIRED IF** the applicant is not the patient or parent of the minor child.

Physician Certification Experimental/Investigational Form – **REQUIRED IF** the health care service or course of treatment has been denied on the basis that the drug, procedure, therapy or services has been determined to be experimental or investigational. Must be completed by the treating provider.

Physician Certification Request for Expedited Form – **REQUIRED IF** the covered person has a medical condition where the timeframe for completion of an expedited internal appeal (48 hours), a final adverse determination (15-30 days), or a standard external review (21-45 days) would seriously jeopardize the life or health of the covered person or would jeopardize the covered person's ability to regain maximum function. **By requesting an expedited external review, you are waiving appeal steps and you will not have an opportunity to submit additional information after this request.**

Final Denial Letter – copy of the final denial letter from the Health Carrier, denying your request at the final level of their internal appeals process. For an expedited External Review, attach the last denial letter received.

ID Card – A copy of the patient's insurance identification card.

Related Medical Records and Supporting Documentation – Include any documentation that supports your assertion that this medical treatment should be covered, such as available pertinent medical records, any information you received from your health carrier concerning the denial, any pertinent peer literature or clinical studies, and any additional information from the physician/health care provider that you want the independent review organization to consider.

IMPORTANT INFORMATION

Filing Deadline – You have **4 months** to file your external review after receipt of the final denial letter indication that the internal appeals have been exhausted.

Expedited External Review for Urgent Care or Life Threatening Situations – Expedited external review requests should be filed immediately following receipt of any adverse determination. Please provide all additional information with this form; you will not be given another opportunity to provide this information.

New Medical Information – Be sure to submit any new medical information that you wish to have considered. All previously submitted medical information will automatically be forwarded to the independent review organization by the health plan for consideration in this external review.

PATIENT CONSENT FOR EXTERNAL REVIEW AND RELEASE OF MEDICAL RECORDS

Patient, Parent of a Minor Child, or Legal Representative

(Legal Representative - guardian, power of attorney, executor or administrator - **MUST** attach official documentation).

By signing below, I hereby authorize the release of medical records necessary for this external review. I understand that these records may be obtained from the insurance carrier, the utilization review company, and/or any relevant medical provider(s) and will be utilized solely for the purpose of conducting this external review and may be viewed by an auditor of the Department of Insurance for quality review and examination of record purposes.

I understand that information relates ONLY to this review will be shared with the authorized individual

Patient, Parent or Legal Representative

Signature ONLY _____

Date _____

IF YOU ARE NOT THE PATIENT, PARENT OR LEGAL REPRESENTATIVE

Please complete the "Appointment of Authorized Representative" Form and submit with this request.

Send completed form and any supporting documents to:

Illinois Department of Insurance
Office of Consumer Health Insurance
320 West Washington Street
Springfield, IL 62767

FAX 217- 557-8495
EMAIL DOI.complaints@illinois.gov
File electronically at <http://insurance.illinois.gov>
Toll-free Consumer Hotline:877-850-4740
TDD: 866-323-5321