

Provider Name: \_\_\_\_\_ Address/Phone: \_\_\_\_\_

## Notice of Medicare Non-Coverage

Patient name: \_\_\_\_\_ Patient number: \_\_\_\_\_

The Effective Date Coverage of Your Current \_\_\_\_\_ (insert type)  
Services Will End: \_\_\_\_\_ (insert effective date)

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- Your Medicare provider and/or health plan have determined that Medicare probably will not pay for your current \_\_\_\_\_ (insert type) services after the effective date indicated above.
  - You may have to pay for any services you receive after the above date.
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### Your Right to Appeal This Decision

- You have the right to an immediate, independent medical review (appeal) of the decision to end Medicare coverage of these services. Your services will continue during the appeal.
  - If you choose to appeal, the independent reviewer will ask for your opinion. The reviewer also will look at your medical records and/or other relevant information. You do not have to prepare anything in writing, but you have the right to do so if you wish.
  - If you choose to appeal, you and the independent reviewer will each receive a copy of the detailed explanation about why your coverage for services should not continue. You will receive this detailed notice only after you request an appeal.
  - If you choose to appeal, and the independent reviewer agrees services should no longer be covered after the effective date indicated above;
    - Neither Medicare nor your plan will pay for these services after that date.
  - If you stop services no later than the effective date indicated above, you will avoid financial liability.
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### How to Ask For an Immediate Appeal

- You must make your request to your Beneficiary and Family-Centered Care Quality Improvement Organization (BFCC-QIO). A BFCC-QIO is the independent reviewer authorized by Medicare to review the decision to end these services.
- Your request for an immediate appeal should be made as soon as possible, but no later than noon of the day before the effective date indicated above.
- The BFCC-QIO will notify you of its decision as soon as possible, generally no later than two days after the effective date of this notice if you are in Original Medicare. If you are in a Medicare health plan, the BFCC-QIO generally will notify you of its decision by the effective date of this notice.
- Call your BFCC-QIO at: Livanta, 1- 866-815-5440, TTY: 1-866-868-2289, to appeal, or if you have questions.

**See page 2 of this notice for more information.**

If You Miss The Deadline To Request An Immediate Appeal, You May Have Other Appeal Rights:

- If you have Original Medicare: Call the BFCC-QIO listed on page 1.
- If you belong to a Medicare health plan: Call your plan at the number given below.

Plan Contact Information:

UPMC *for Life* Dual (HMO SNP)  
UPMC *for Life* Options (HMO SNP)  
APPEALS & GRIEVANCES  
PO BOX 2939  
PITTSBURGH, PA 15230

**CALL:** 1-800-606-8648\*

**TTY/TDD:** 1-866-407-8762

\*Our hours of operation change twice a year. You can call us October 1 through February 14, seven days a week from 8 a.m. to 8 p.m. From February 15 through September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 3 p.m.

**FAX:** 1-412-454-7920

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Additional Information (Optional):

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Please sign below to indicate you have received this notice.

I have been notified that coverage of my services will end on the effective date indicated on this notice and that I may appeal this decision by contacting my QIO.

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Signature of Patient or Representative

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Date

## **Nondiscrimination Notice**

UPMC Health Plan<sup>1</sup> complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UPMC Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UPMC Health Plan<sup>1</sup>:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Administrator.

If you believe that UPMC Health Plan<sup>1</sup> has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Administrator  
UPMC Health Plan  
600 Grant St., 55th Floor  
Pittsburgh, PA 15219

Phone: 1-844-755-5611 (TTY: 1-800-361-2629)  
Fax Number: 412-454-5964  
Email: HealthPlanCompliance@upmc.edu.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Administrator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

<sup>1</sup>UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC *for You* Inc., and/or UPMC Benefit Management Services Inc.

## **Translation Services**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-606-8648 (TTY: 1-866-407-8762).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-606-8648 (TTY：1-866-407-8762)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-606-8648 (TTY: 1-866-407-8762).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-606-8648 (телетайп: 1-866-407-8762).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-606-8648 (TTY: 1-866-407-8762).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-606-8648 (TTY: 1-866-407-8762) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-606-8648 (TTY: 1-866-407-8762).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-606-8648 (رقم هاتف الصم والبكم: 1-866-407-8762).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-606-8648 (ATS: 1-866-407-8762).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-606-8648 (TTY: 1-866-407-8762).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-606-8648 (TTY: 1-866-407-8762).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-606-8648 (TTY: 1-866-407-8762).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-606-8648 (TTY: 1-866-407-8762).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អន គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-606-8648 (TTY: 1-866-407-8762)។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-606-8648 (TTY: 1-866-407-8762).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-606-8648 (TTY: 1-866-407-8762).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-606-8648 (TTY: 1-866-407-8762) まで、お電話にてご連絡ください。

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-606-8648 (TTY: 1-866-407-8762).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-606-8648 (телетайп: 1-866-407-8762).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-606-8648 (TTY: 1-866-407-8762).