Patient Name: _____

Prior Authorization and Appeal Checklists

These checklists are intended to simplify the prior authorization (PA) and denial/appeal processes.*

PRIOR AUTHORIZATION (PA) CHECKLIST

The items below may be necessary to obtain a PA decision from a health plan. Please ensure you have all information below prior to submitting the PA.

☐ **Completed PA request form (some health plans require specific forms).** Include the following:
- ☐ Patient name, insurance policy number, and date of birth
- ☐ Physician name and tax ID number
- ☐ Facility name and tax ID number
- ☐ Date of service
- ☐ Patient diagnosis (ICD-10 code[s])
- ☐ Relevant procedure and HCPCS codes for services/products to be performed/provided
- ☐ Product NDC
- ☐ Setting of care

☐ **Letter of medical necessity and relevant clinical support**
- ☐ Include the Provider ID number in the letter

☐ **Documentation that supports the treatment decision, such as:**
- ☐ Previous treatments/therapies
- ☐ Patient-specific clinical notes detailing the relevant diagnosis
- ☐ Relevant laboratory results
- ☐ Product Prescribing Information

Prior authorization requirements vary by health plan and may require pre-approval. Please contact the patient's health plan for specific PA requirements to ensure efficient and timely review. Failure to obtain prior authorization can result in non-payment by the plan.

Prior to submission, please keep track of dates and methods of correspondence (phone, email, and written); record the names of insurance contacts and reviewers with whom you speak; and summarize conversations and written documents issued by the insurer.

DENIAL AND APPEAL CHECKLIST

If the health plan denied a PA for an AstraZeneca medicine:

☐ **Review the denial notification** to understand the reason and circumstances that need to be addressed and explained in the appeal letter.

☐ **Understand the plan's most recent explanation of benefits** or contact a representative at the insurer to verify where the appeal should be sent and any deadlines.

☐ **Write an appeal letter.** If you need additional information regarding this process, please contact Access 360 for examples.

If you or your patient have not received a decision within 30 days:

☐ **Follow up with the health plan.** Confirm that the appeal letter was received and ask about its status. If the coverage denial was upheld, you could resubmit another appeal with new information or ask for a Supervisor or Manager to assist.

If the denial is upheld again:

☐ **Ask for a one-time exception or consider filing a complaint** with the State's Insurance Commissioner.

☐ **If the insurer continues to deny the claim:** Your patient may request an external appeal (the process varies by state law), in which an independent third-party will review the claim and make a final, binding decision.

☐ Please contact your Field Reimbursement Manager (FRM) or Access 360 if you need additional support.

***Providers and patients are encouraged to contact the patient's insurer for detailed instructions on completing a PA or appealing/overturning a denial.**

For more information, call AstraZeneca Access 360™ at **1-844-ASK-A360**, Monday through Friday, 8 AM to 8 PM ET.

1-844-ASK-A360 (1-844-275-2360) **1-844-FAX-A360** (1-844-329-2360) **www.MyAccess360.com**

Access360@AstraZeneca.com **One MedImmune Way,** Gaithersburg, MD 20878