

Instructions for completing and submitting the Standard Request for Redetermination Form

If Gateway Health Medicare AssuredSM (“Gateway”) has denied, in full or in part, any request for coverage of a Part D Drug, you, your physician or other prescribers may submit a **Request for Redetermination**, also called an Appeal. If you need help filing a Redetermination, you can call Gateway for assistance. Gateway’s Member Services Department hours of operation are:

- October 1 through February 14: 8 a.m. to 8 p.m., 7 days a week.
- February 15 through September 30: Monday through Friday 8 a.m. to 8 p.m.
- You may leave a voice mail message after-hours, Saturdays, Sundays and holidays.

For Pennsylvania Residents: call 1-800-685-5209
TTY users should call 711 (1-800-654-5984)

For Ohio Residents: call 1-888-447-4505
TTY users should call 711 (1-800-750-0750)

For Kentucky Residents: call 1-855-847-6380
TTY users should call 711 (1-800-648-6056)

For North Carolina Residents: call 1-855-847-6430
TTY users should call 711 (800-735-2962)

If someone other than you, your physician, or other prescriber is filing this request, an **Appointment of Representative Form** must be submitted along with the Request for Redetermination Form.

Please note: You are not required to submit your request for Appeal in writing.

To request forms:

- o You may download the forms from our website.
- o Request a form in writing or in person at:

Gateway HealthSM
Attention: Medicare Complaints Administrator
Four Gateway Center
444 Liberty Ave., Suite 2100
Pittsburgh, PA 15222-1222

To complete the form:

- o Fill out the required information on the form. Print and sign your name on the second page

To submit your request for Redetermination:

- o File your request by mail or in person at this address:

Gateway HealthSM
Attention: Medicare Complaints Administrator
Four Gateway Center
444 Liberty Ave., Suite 2100
Pittsburgh, PA 15222-1222

OR

- o Fax your request to Medicare Complaints Administrator at 412-255-4503.

OR

- o Request a Redetermination by E-mail at <https://securemail.gatewayhealthplan.com>

If you have any questions or would like to file your request for Redetermination by phone, you may call Member Services at the above telephone numbers.

Gateway HealthSM offers HMO plans with a Medicare Contract. Some Gateway Health plans have a contract with Medicaid in the states where they are offered. Enrollment in these plans depends on contract renewal.