



Coverage Determinations, Formulary Exceptions, Appeals and Grievances

Coverage Determinations

If a pharmacy tells you that a drug prescribed by your provider is in the CareOregon Advantage formulary, but is not covered for you, you or your provider may request a coverage determination from CareOregon Advantage. Call the Member Service number on the back of your ID card. CareOregon Advantage will determine if we can cover the drug and notify you and your provider.

Formulary Exceptions

What if my provider prescribed a drug for me that is not listed in the drug formulary?

You or your provider can ask for a Formulary Exception. Call the Member Service number on the back of your ID card.

IMPORTANT: We may require your doctor to explain why you should have an exception.

- We'll make a decision and notify you in 72 hours or less.
- If you or your doctor thinks waiting 72 hours would harm your health, you can ask for an expedited (fast) review. If your expedited review is approved, we'll make a decision and notify you in 24 hours or less.

Appeals and Grievances

CareOregon Advantage works hard to help our members receive good care and service. We try to resolve your concerns as quickly as possible.

You have the right to make a complaint if you are unhappy with your medical or prescription benefits or services you receive from a CareOregon Advantage provider. First, call our Member Service Department, Monday through Friday, 8 a.m.–5 p.m.

- **503-416-4100 in Portland, Oregon calling area**
- **1-800-224-4840**
- **TTY/TDD 1-877-416-4161**

A Member Service Representative will try to resolve the problem during the call. If you are not satisfied with the outcome, you may file a formal appeal or grievance.

What are appeals and grievances?

An **appeal** is the type of complaint you make **when you want us to reconsider or change a decision we made about covering a service or medication you have requested.**

What types of decisions may be appealed?

- CareOregon Advantage decided it could not cover a drug, vaccine or other Part D benefit.
- CareOregon Advantage decided not to reimburse you for a Part D drug that you paid for.

GRIEVANCES

A **grievance** is the type of complaint you make **if you are unhappy with the benefits we provide, or the quality or level of service provided by us, our network providers, or pharmacies.**

What are some types of complaints that qualify as a grievance?

- Problems with the quality of service you receive from CareOregon Advantage or our providers.
- Problems with how long you have to wait on the phone or in a pharmacy or provider's office.
- Disrespectful or rude behavior by pharmacists or other staff.
- You disagree with our decision not to speed up your request for a coverage determination or redetermination.
- You believe that you are being encouraged to leave (disenroll from) CareOregon Advantage.
- Failure to give you a decision within the required time frame.
- You believe our notices and other written materials are difficult to understand.

Is there a deadline for filing an appeal or grievance?

- **You must file an appeal within 60 calendar days** after the date you receive notification from CareOregon Advantage about coverage for a service or medication you requested, or what CareOregon Advantage will pay for a health service or prescription drug.
- **You must file a grievance within 60 calendar days** after the date the grievance occurred.

How do I submit an appeal or grievance?

You have three options:

- By phone:
Call our Member Service Department Monday through Friday from 8 a.m. to 5 p.m. at **503-416-4100 in the Portland, Oregon calling area; 1-800-224-4840 outside the Portland area; or TTY/TDD 1-877-416-4161.**
- By fax: 503-416-8118, Attention: Appeals and Grievances Coordinator
- In writing. Mail your appeal or grievance to:
CareOregon Advantage Appeals and Grievances
522 SW Fifth Avenue, Suite 200
Portland, OR 97204

For more information on appeals and grievances:

1. Open www.careoregonadvantage.org.
2. Click [Evidence of Coverage](#).
3. Scroll to section 10 on page 95 of the COA Evidence of Coverage booklet.