

Be Your Best Advocate

How to Appeal a Prior Authorization Denial

Navigating health insurance companies can be uncharted waters for most patients. Knowing how to work with your insurance provider to receive the therapy your physician prescribed, makes you a powerful advocate for yourself or someone you love.

STEP #1 – BE READY TO RESPOND

It is not unusual for health insurance companies to send what is called a “denial letter.”

These notices are not the final decision! In many cases it means the payer requires more information. This is where you become your best advocate!

- Be prepared to tell your story in your appeal letter.
- Explain how long you have been diagnosed with lymphedema and what has caused it or if it's hereditary.
- Explain how lymphedema has negatively impacted your everyday life. You need to share the barriers you are facing living with lymphatic disease.
- The more details you share the better!
- Important: there are deadlines to appeal, understand the deadline so you do not miss your opportunity to appeal.

Information to include with your appeal letter:

- Case or Referral # - This should be on the denial letter.
- Patient Appeal Form – Request this from the insurance representative or visit their website. Not all insurance companies may have one.
- Patient Grievance Form – Insurance companies are required to provide upon request.

STEP #2 – SUBMIT YOUR APPEAL TO YOUR HEALTH INSURANCE PROVIDER

Instructions on how to submit an appeal should be on the denial letter from your insurance company.

Call the insurance company if you have any questions. A Member Support phone number should be on either the denial letter or the back of your Insurance Card. Explain to them you are trying to submit an appeal to a prior authorization denial and need help.

You are not alone! Tactile is here to advocate with you! Helping you in this journey is our TOP priority. We have local care teams and payer specialists available to assist you with any questions or concerns you might have.

If you need more information on how you can advocate for yourself, please contact Tactile Medical at PatientAccess@tactilemedical.com.