

MEDICARE PLATINO CONTRACT

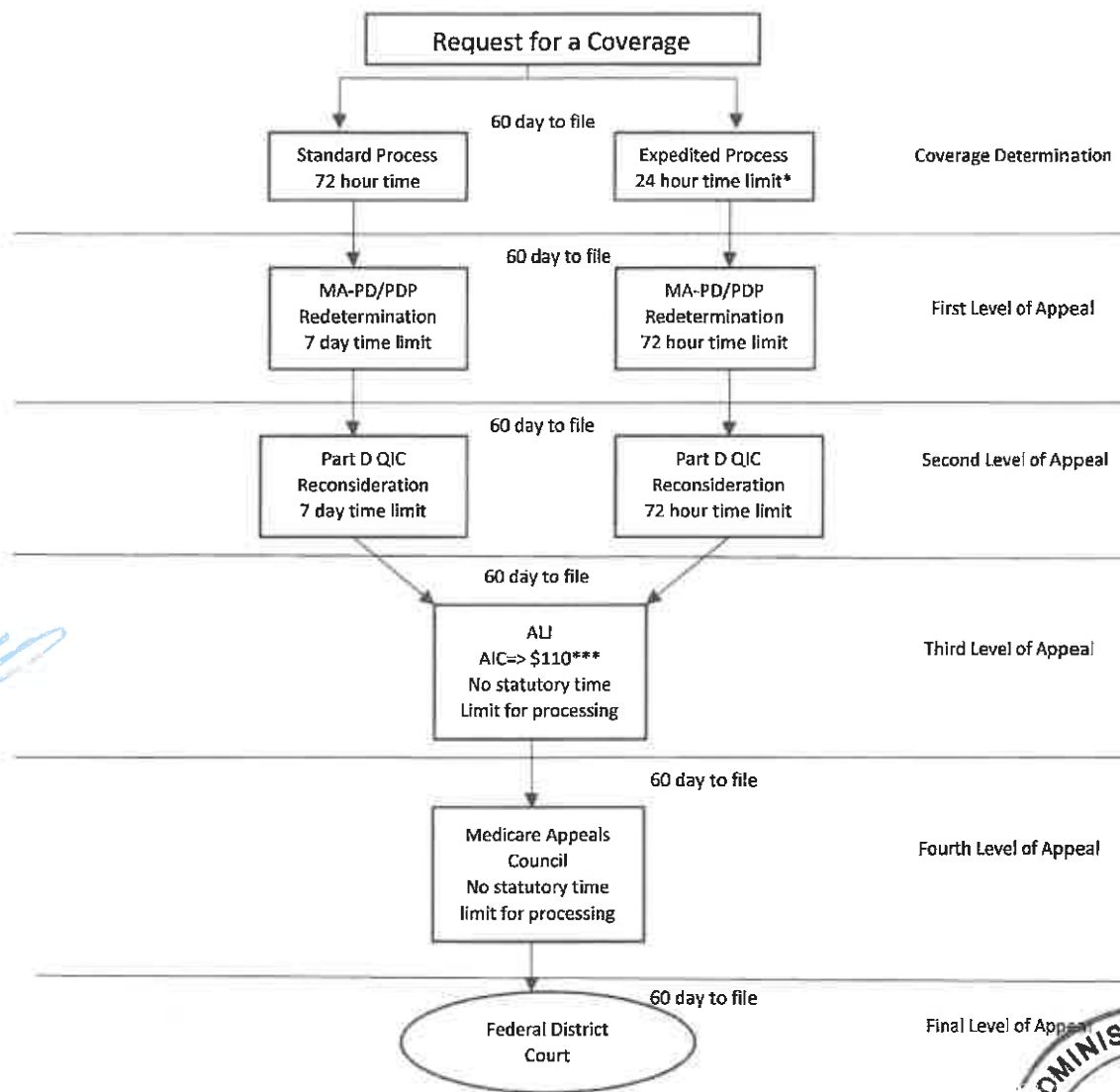
APPENDIX R (22)

MEDICARE PART D APPEAL
PROCESS

Handwritten initials



Medicare Part D Appeal Process



AIC = Amount in controversy
 ALJ = Administrative Law Judge
 IRE = Independent Review Entity
 MA-PD = Medicare Advantage plan that offers Part D benefits
 PDP = Prescription Drug Plan

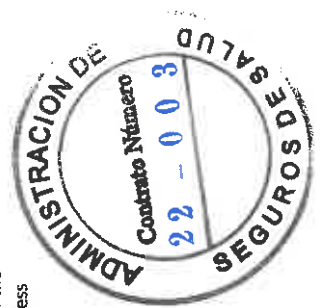
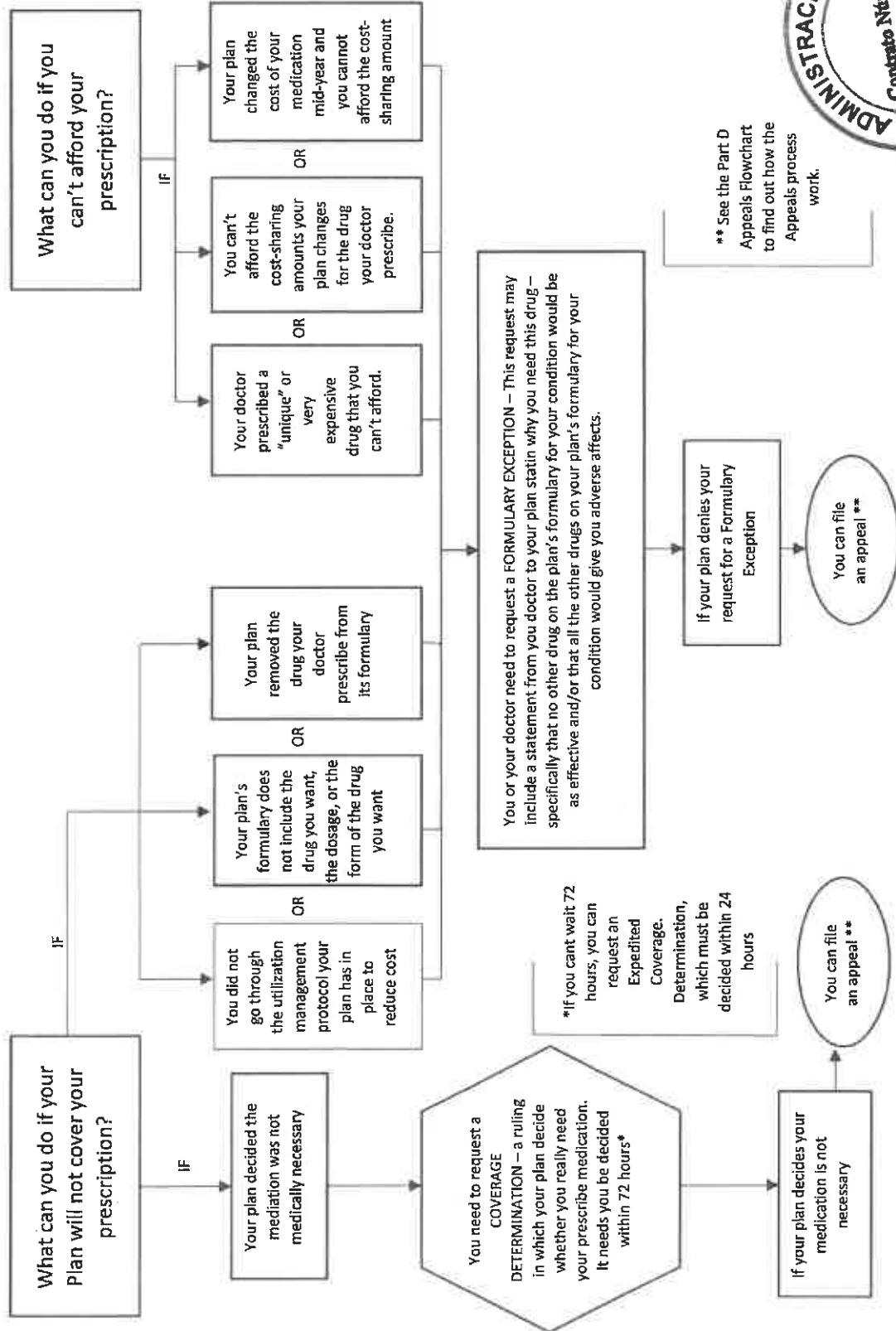
*A request for a coverage determination includes a request for a tiering exception or a formulary exception. A request for a coverage determination may be filed by the enrollee, the enrollee's appointed representative, or the enrollee's physician.

** The adjudication timeframes generally begin when the request is received by the plan sponsor. However, if the request involves an exception request, the adjudication timeframes begins when the plan sponsor receives the physician's supporting statement.

***Starting in 2005, the AIC requirement for an ALJ hearing and Federal District Court will be adjusted in accordance with the medical care component of the consumer price index.



The Medicare Part D Exception Process



[Handwritten signature]