

Your Health Care Provider (HCP) May Be Able to Support You if Your Prescription Prior Authorization (PA) is Denied



Remember you have the right to appeal the denial. When a PA for a prescription is denied, **your health insurance provider will share a prescription denial letter** with information regarding the denial and the appeals process. Having this denial letter can help **you have a productive discussion with your HCP and provide the necessary information** to support you in the appeals process.

Understanding your HCP's prescribing decision may be important in advocating your case. Some questions to consider are:



What diagnosis or condition is this medication for?



Why was this medication prescribed for me?



Why are other medications not suitable for me?

Your HCP may be able to provide insights regarding the appeals process and/or directly support your case. Some questions to consider are:

- Could you help me understand my prescription denial?
- Would an appeal for this prescription denial be submitted by me or your office?
- In what ways can you support my case (eg, submit a letter of medical necessity, call my health insurance provider with me, etc)?
- Should I reach out to my health insurance provider directly for updates on my appeal, or will your office keep me informed?
- Are there any other strategies you recommend for navigating and addressing a prescription denial?
- Are you familiar with any advocacy groups that might provide additional support?

Once you have been enrolled in your **BMS Patient Support Program**, our team will be able to assist with providing updates on your medication coverage status.