



# Blue Cross Medicare Advantage™ Plan

<c/o Member Services>  
<PO Box 4555>  
<Scranton, PA 18505>

Date: <Letter Date (Month DD, YYYY)>  
Member Name: <Member Name>  
Member ID No.: <Member ID Number>  
Request ID: <Request or Auth ID>

<Member Name>  
<Member Address Line 1>  
<Member Address Line 2>  
<Member City, ST Zip Code>

## Medicare Re-Opening

### We have denied the request to re-open a determination.

You or your provider asked for a service request to be re-opened. This means we were asked to review a request a second time. Our policy says a re-opening can be done if there was a clerical error. A re-opening may only be done if no appeal is requested, and the appeal time frame has passed.

We have reviewed your request. Your request for a re-opening does not meet the rules of our policy. A decision to deny the request for a re-opening is not subject to appeal.

If you have questions, please call <Blue Cross Medicare Advantage SM Plan>at <1-877-774-8592 (individual) /1-877-299-1008 (employer group) /1-877-688-1813 (DSNP NM)/1-877-895-6437 (DSNP TX)>1-877-723-7702 (TTY: 711). Our call center is open Monday-Friday 8:00 a.m. – 8:00 p.m. Central time. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays>.

Thank you.

<Blue Cross Medicare Advantage Plan>

<HMO plan in New Mexico, HMO and HMO-POS plans in Illinois, and PPO plans in Illinois, Montana, and New Mexico are provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HMO plan in Illinois provided by Illinois Blue Cross Blue Shield Insurance Company (ILBCBSIC). HMO Special Needs Plan and PPO Special Needs Plan in New Mexico provided by HCSC. HMO, PPO, and Dual Care HMO Special Needs plans in Texas provided by HCSC Insurance Services Company (HISC). PPO plan in New Mexico provided by HISC. HMO and PPO plans in Texas provided by GHS Insurance Company (GHSIC). All HMO and PPO employer/union group plans provided by HCSC. HMO plan in Oklahoma provided by GHS Health Maintenance Organization, Inc. d/b/a BlueLincs HMO (BlueLincs). HMO Special Needs Plan and PPO plans in Oklahoma provided by GHS Insurance Company (GHSIC). HCSC, ILBCBSIC, HISC, GHSIC, and BlueLincs are Independent Licensees of the Blue Cross and Blue Shield Association. ILBCBSIC, GHSIC and BlueLincs are Medicare Advantage organizations with a Medicare contract. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. GHSIC is a Medicare Advantage organization with a Medicare contract and a contract with the Oklahoma Medicaid program. HISC is a Medicare Advantage organization with a Medicare contract and a contract with the Texas Medicaid program. Enrollment in these plans depends on contract renewal.>