



Request for External Review

**Aetna and/or Aetna Life
Insurance Company**
PO Box 818000
Cleveland, OH 44181-8000
Phone: (877) 848-5855
Fax: (860) 975-1526

Instructions

As a plan member, you can appeal an Aetna internal coverage decision by requesting an External Review.
Please attach a copy of your Plan denial of coverage letter and all other information you want the reviewer to consider.
You can submit your request to the mailing address or fax number listed above.

My Information

My name		My Aetna member ID number	
My street	city	state	ZIP code
My phone numbers Home () - Mobile () -			

My Provider's Information

Provider name			
Provider street	city	state	ZIP code
Provider phone numbers Office () - Fax () -			

External Review Request

I'm requesting an external review for the following coverage denial:

NOTE: Attach copy of coverage denial and all other information you want the reviewer to consider.

Signature(s)

By signing below, I consent to the release of all confidential medical information by Aetna or an affiliated entity and my healthcare providers to the Independent Review Organization (IRO) and its reviewers. My consent includes consent to release all confidential information relating to mental/behavioral health, substance abuse and HIV/AIDS, if applicable. My consent is valid for one year, and I may revoke it at any time by giving written notice to Aetna.

I understand that if I choose to have someone sign below as "My Authorized Representative", I consent that he/she may request an External Review on my behalf, and that he/she will receive all follow-up communication(s) about the request.

My signature		Phone number	
My Legal Representative's signature* *Parent, Guardian, Conservator, or Other (Please specify):		Phone number	
Printed name		Date	
My Authorized Representative's signature		Phone number	
Printed name		Date	
Street (if different than the Member's)	city	state	ZIP code

Certain states mandate separate external review processes. External review of additional benefits or services may require a filing fee or a different form. Contact Member Services at the number listed on your identification card or call your state insurance or health department for additional information about state mandated external review procedures. These state mandates may not apply to self-funded plans. You can find out more about external reviews by visiting our website (www.aetna.com) or by calling Member Services.