

Cohere Denials & Appeals

For Humana Commercial & Medicare

You have the right to appeal any decision not to provide you or pay for an item or service (in whole or in part). To get more information about appeals (including status updates), grievances, or questions please contact Humana's Customer Care Specialists at 1-800-448-6262. Cohere is unable to discuss determination details over the phone.

For both lines of business, you can submit an appeal with Humana immediately after a Cohere denial has been issued.

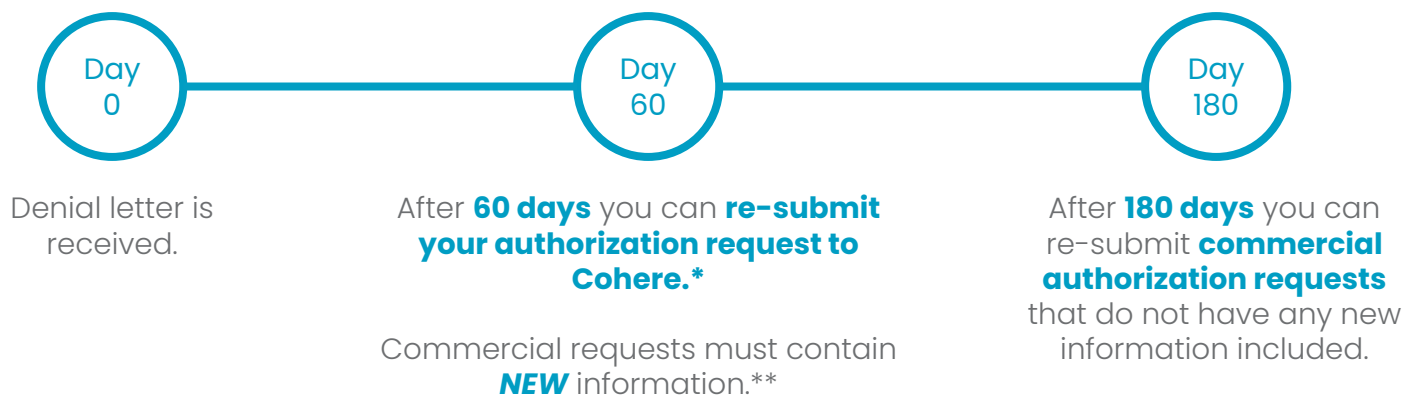
Line of business	How to submit	Appeal window
Medicare	Must be submitted by mail, fax or phone	Within 60 days of receiving denial letter
Commercial	Must be submitted in writing	Within 180 days of receiving denial letter

If you are outside the appeal window you **may not appeal** and therefore must submit a new request to Cohere.

Send written appeals to:

HHP
Grievance and Appeal
Department
P.O. Box 14546
Lexington, KY 40512-4546

When re-submitting a request that has been denied, the following timeline and criteria must be followed.



*If the same request is submitted before day 61, that request will be voided as a duplicate.

**If there is no new information included with the re-submitted request, that request will be voided as a duplicate up until day 181.