

## Frequently Asked Questions about appealing a denied prescription fill

How do I appeal the denial of a prescription?

- A “REQUEST FOR EXPEDITED DETERMINATION-APPEAL OF A DENIED PRESCRIPTION” form should be completed by the prescribing doctor or pharmacist and submitted to the Bureau’s Medical Director.
- Failure to complete the form prior to submitting it may result in the appeal being denied.

Where can I find the form?

- The form is available under the “Medical Forms” heading [here](#).

Who submits the appeal form when a requested prescription has been denied?

- A prescribing doctor or pharmacy may complete and submit the form.

For what reasons should the appeal form be used?

- If you receive a denial of a previously prescribed and dispensed drug (that either is now not covered under the drug formulary or requires prior approval)

***And either:***

- a. The lack of this medication poses an unreasonable risk of a medical emergency as defined in 0800-02-25.04; ***or***
- b. The substitution of another drug cannot or should not be made for a valid medical reason.

What is the time-frame for submitting the appeal?

- The appeal form must be submitted within fifteen (15) business days for an initial “Needs Prior Approval” denial. NOTE: You must submit your appeal of a “Reconsideration” denial within five (5) business days with the insurance carrier/adjuster, not with the Bureau. The form is not required for this appeal.

What are the effective dates for an approved appeal?

- Upon the Medical Director’s approval, the approval is effective retroactively to the date of the original prescription. The determination remains in effect until the later of:
  - A final determination of a medical dispute regarding the medical necessity and reasonableness of the drug contained in the appeal;
  - The expiration of the period for a timely appeal; or
  - The agreement of the parties.

Where do I send the Request for Appeal form?

- You can fax it to 615-253-5265; or
- You can scan it and email it to [ur.appeals@tn.gov](mailto:ur.appeals@tn.gov); or
- You can mail it to:  
Tennessee Bureau of Workers’ Compensation  
ATTN: Medical Unit  
220 French Landing Drive, 1-B  
Nashville, Tennessee 37243

Where can I find the Rules that govern this program?

- Workers’ Compensation Rules are available on the [Rules page](#) of the Bureau’s website.
  - Look for Chapter 0800-02-.25 Workers’ Compensation Medical Treatment Guidelines.
  - Find rule 0800-02-25-.04 Drug Formulary within that Chapter.

Who can I contact if I have more questions?

- You can call the Medical Director at 615-532-8700 or email him at [ur.appeals@tn.gov](mailto:ur.appeals@tn.gov) .