

Request for Expedited External Review

Aetna Health and/or
Aetna Life Insurance Company

National External Review Unit 11675 Great Oaks Way Alpharetta, GA 30022

Toll-free Number: 877-848-5855 **Fax Number:** 770-346-1087

EXPEDITED REVIEW MAY BE REQUESTED BY THE TREATING PROVIDER BY TELEPHONING OR BY SENDING A FAX. TELEPHONE REQUESTS MUST BE FOLLOWED-UP BY FAXED REQUEST FORMS.

Once eligible Members have completed the applicable appeal process, they may request review of coverage denials that were based upon lack of medical necessity or the experimental or investigational nature of the requested or proposed service or supply by an independent review organization (IRO). Expedited external reviews are available when the Member's treating physician certifies the clinical urgency of the Member's situation. "Clinical urgency" means that a delay (waiting the full 30 day period) in coverage of the service or treatment at issue would jeopardize the health of the Member. Unless doing so would delay this request for expedited review, Provider must attach the External Review Request form indicating that the Member has consented to having Provider assist the Member in requesting External Review.

Member Information Member Name				Member ID Number
Member Address (Street, City, State,	, ZIP)			
Member Telephone Numbers	Home ()	Work ()
Provider Information				
Treating Healthcare Provider Name				
Address (Street, City, State, ZIP)				
Provider Telephone Numbers	Office ()	Fax ()
Request for External Re	eview			
	r coverage determ	nination involving:		
Member requests External Review for				
	al and all other in	formation you wish to have consid	ered.	
NOTE: Attach copy of coverage deni	al and all other int	formation you wish to have consid	ered.	
NOTE: Attach copy of coverage deni		•	ered. uld jeopardize the health of the l	Member listed above.

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 you may also call your state insurance or health department for additional information regarding state mandated external review procedures. These state mandates may not apply to self-funded plans. Further information regarding external review can be found on our website (www.aetna.com) and by calling Member Services.

GR-67656-1 (3-04) R-POD