

**REGENCE BLUESHIELD APPEALS PROCESS FOR BOEING EMPLOYEES**  
**Effective January 1, 2003**  
**Revised January 31, 2006**

Regence BlueShield offers an appeal process to Boeing members or their designated representatives. This process allows those who disagree with decisions of Regence BlueShield regarding claims adjudication, level of benefits and preauthorizations to obtain an objective review of such decisions. This Appeals Process will apply to both medical determination and contractual appeals.

**First Appeal (Mandatory)**

You or your designated representatives may appeal a denial or partial denial of a claim or benefit within 180 days after receiving the denial or partial denial of plan benefits. The appeal should include the reason for the appeal. You may include any information or documents that you and/or your designated representative believe to be relevant to the claim.

You will be notified within 15 days of receipt of an appeal involving a preauthorization request or 30 days for an appeal involving retrospective review.

**Second Appeal (Mandatory)**

You or your designated representative may submit a second appeal within 180 days of receipt of the denial (or partial denial) of the first appeal. The appeal should include any additional documentation you wish to have considered as a part of the appeal process.

If a previous determination is not overturned at this second level of review, the appeal may be sent to an independent medical professional with appropriate expertise. The consultation of an independent medical professional will be limited to medical necessity and experimental/investigational appeals. A determination by an independent medical professional is not a final and binding determination for coverage by Regence BlueShield.

You will be notified within 15 days of receipt of an appeal involving a preauthorization request or 30 days for an appeal involving retrospective review.

Following a second level of appeal, you may bring civil action under section 502(a) of the Employee Retirement Income Security Act of 1974. In addition, the Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency.

There is a voluntary third level of appeal available through Regence BlueShield. Below is a description of the voluntary third level of appeal.

**Third Appeal – Regence BlueShield Appeals Committee for Boeing Employees (Voluntary)**

If you continue to remain dissatisfied with the denial (or partial denial) decision, you or your designated representative, may appeal, within 180 days of receipt of the second appeal denial, to the Regence BlueShield Appeals Committee for Boeing Employees. The appeal should be submitted with any additional documentation you wish to have considered as a part of the appeal.

If new information is submitted with the appeal and it clearly indicates the prior decision should be reversed, the member will be notified in writing of the reversal.

If the documentation does not clearly conclude the denial should be reversed, the case will be prepared for presentation to the Regence BlueShield Appeals Committee for Boeing Employees.

You will be notified by Regence BlueShield of the date, time, and location of the Committee's meeting and the right to be present and include others if you so desire.

The Regence BlueShield Appeals Committee is responsible for making sure the plan procedures and guidelines were followed during the review of an appeal.

You will be notified of the Regence BlueShield Appeals Committee (for Boeing employees) decision within 30 calendar days of receipt of the appeal for such review. The member may request an extension in order to provide additional information or in order to attend the Committee meeting.

### **Urgent Appeals**

An urgent appeal is an appeal of an adverse determination regarding a preauthorization of services for members who believe that waiting for a decision under the standard appeal process could jeopardize their life, health, or ability to regain maximum function, whose physician's opinion is that the standard appeal timeframe would subject the member to severe pain that cannot adequately be managed without the care or treatment under review, or as otherwise authorized by law or consent.

Unless law or contract requires a shorter response time, the following appeal process will be completed within 72 hours of receipt of the appeal request.

You or your designated representative may request an urgent appeal verbally or in writing. If the request does not warrant an urgent appeal, it will be handled through the standard appeal process previously outlined.

### **Address to Submit Appeals:**

Regence BlueShield  
Boeing Appeals and Correspondence  
PO Box 91015 MS BU 248  
Seattle, WA 98111-9115  
Fax: 1 (877) 663-7526