How to Submit an Appeal to Verda

Overview

Submitting an appeal to Verda typically involves a formal process where you request a review of a denied claim or coverage decision.

Important Information About Your Appeal Rights

You have the right to ask Verda Health Plan of Texas to review our decision by submitting an appeal within **65 calendar days** of the date of this notice

There are two types of appeals with Verda Health Plan of Texas:

1. **Standard Appeal**
   - **Request for Service**: If you're appealing for services you haven't received yet, we'll provide a written decision within:
     - **30 calendar days** for a medical service or item
     - **7 calendar days** for a Medicare Part B drug
       Our decision may take longer if you request an extension or if we need more information. We'll notify you if more time is needed and explain why.
   - **Request for Payment**: If you're appealing a denied payment for a service/item or Medicare Part B drug you've already received, we'll provide a written decision within **60 calendar days.**

   You cannot request a fast appeal for services or drugs you've already received.

2**. Fast Appeal (For Service Requests Only)**
   - We will give you a decision within **72 hours** of receiving your appeal.
   - You may request a fast appeal if you or your doctor believe waiting for a standard decision could seriously harm your health.
   - We will automatically process your request as a fast appeal if a doctor submits it on your behalf or supports your request.
   - If you request a fast appeal without doctor support, we'll determine whether your condition qualifies for expedited review. If not, we'll process your appeal as a standard one.

How to ask for an appeal with *Verda Health Plan of Texas*

Step 1: Prepare Your Appeal

You, your representative, or your doctor can request an appeal. Your **written request** must include:
- Your name
- Address
- Plan Member Number
- Reason(s) for appealing

- Whether you are requesting a standard or fast appeal
    - If requesting a fast appeal, explain why it's needed
- Any evidence you want us to review (e.g., medical records, supporting doctor statements, other relevant documentation)

Tip: Keep a copy of everything you send for your records.

Step 2: Submit your appeal by mail, phone, fax, or online.

Step 2: Submit Your Appeal

For a Standard Appeal:

Mailing Address:
Verda Health Plan of Texas
Attn: Grievance and Appeals Department
7755 Center Ave, Suite 1200
Huntington Beach, CA 92647

Phone: 1-888-256-5123 (TTY: 711)
Hours: Monday–Friday, 8 a.m. to 8 p.m.

Fax: 714-845-9839
Website: VerdaHealthcare.com

For a Fast Appeal:

Phone: 1-888-256-5123 (TTY users should call 711)

Hours from 8 a.m. to 8 p.m., Monday through Friday.
Fax: 714-845-9839
Website: VerdaHealthcare.com