

MAIL/FAX TO:  
**Attn: Member Services**  
 939 Elkridge Landing Road  
 Suite 200  
 Linthicum MD 21090  
 -or-  
 24-Hour Fax Line: **410-752-9184**



# Exception Request for Reimbursement

**INSTRUCTION:** Please fill out all requested fields. Incomplete forms may be returned for additional information.  
 Note: Completing this form does not guarantee eligibility for reimbursement.

| SECTION I: PATIENT INFORMATION            |                                    |
|---|------------------------------------|
| <b>Patient Name:</b>                      | <b>Date of Request:</b>            |
| <b>Member or Subscriber ID:</b>           | <b>Provider Name:</b>              |
| <b>DOB:</b>                               | <b>Provider Address:</b>           |
| <b>Patient's Health Plan:</b>             | <b>Provider City, State, Zip:</b>  |
| <b>Patient's Phone#:</b>                  | <b>Provider Phone #</b>            |
| <b>Patient's Address:</b>                 | <b>Patient's City, State, Zip:</b> |
| <b>Reimbursement amount requested: \$</b> |                                    |

| SECTION II: BE SURE TO COMPLETE THIS SECTION AND INCLUDE RECEIPT  |
|---|
| Remember to attach copy of receipt and any relevant supporting documents. Describe situation and reason you feel you should not have been charged for the materials or services and are entitled to reimbursement: (Please be aware that your insurance may not provide coverage for materials or services you received from a non-participating provider.) |

| SECTION IV: IF REQUEST IS FOR MATERIALS   |
|---|
| Are materials related to cataract surgery? No _____ Yes _____ (indicate Date of Last Surgery) _____ |
| Please break down charges:  |
| Exam (glasses): _____ Exam (contact lenses): _____  |
| Frame: _____ Contact Lenses: _____  |
| Lenses: _____ Other (describe): _____   |
| Lens upgrades: _____  |