

Denied your treatment for gout?

File a complaint



ABOUT FILING A COMPLAINT

While gout has no cure, it can be successfully managed with medication. But sometimes health plans can stand between patients and their treatment.

If you have been denied and completed the appeals process with no success, you can file a complaint with your state's Department of Insurance.

The Department of Insurance:

- Provides oversight of insurance companies
- Acts as a liaison between insurance companies and patients

Most states are required to follow up with patients in a defined period, typically 30-45 days.

WHAT TO INCLUDE

Always include the reason for the complaint. Additionally, you may need to provide:

- ✓ Name and contact information of the patient or provider filing the complaint
- ✓ Name of insurance company, type of insurance, policy number and state where the plan was purchased
- ✓ Claim information, including policy and claim numbers and dates
- ✓ What the patient or provider considers to be a fair resolution
- ✓ Documents with additional information, like letters or notes from your clinician on your response to medication

Find state-specific links at allianceforpatientaccess.org/complaint.

If you've been denied access to a gout treatment, **don't give up**. Filing a complaint may help you access the treatment you've been prescribed.

 ALLIANCE FOR
Gout Awareness

GoutAlliance.org

