

March 17, 2025

Customer Relations Team

APPEAL TO IMPROPER DENIAL

Plan member name

Service Date: 01/24/2025

Dear

This letter will serve as an appeal to your January 24, 2025 letter that wrongfully denied medication that I need to control my type 2 diabetes.

In 2024, I was insured through Florida Blue and prescribed Saxagliptin and Metformin Hydrochloride Extended-Release tablets (the generic form of Kombiglyze) at a dosage of 2.5 mg/1000 mg, two tablets per day - which is a medication I have been on for 10 plus years. This medication effectively controlled my blood sugar levels, maintaining my A1C at approximately 6.6. I never encountered any issues obtaining authorization through Florida Blue. Again, I have been taking this medication for 10+ years (this includes my time living in the United States and overseas).

On December 1, 2024, my insurance changed to . At that time, I was still taking Saxagliptin and Metformin Hydrochloride ER – I was using a three-month supply that had been prescribed to me.

In early January, I was running low on my medication Saxagliptin and Metformin Hydrochloride ER. My primary care physician submitted a prescription for the same medication, but denied it. My physician's office made another attempt to secure authorization by contacting directly, but the medication was denied once again.

Having now been without medication for 10 days, my son-in-law and I called on January 23, 2025, to explain the situation and determine how to obtain my Type 2 diabetes medication. I emphasized that I would accept any comparable alternative. The representative suggested I was covered to receive Zituvimet (sitagliptin-metformin ER) as an option. After a 41-minute call, I was informed that Zituvimet was pre-certified.

The following day, however, I received a denial for Zituvimet. On January 24, 2025, my son-in-law and I called again. After a lengthy conversation, we were transferred to a senior team member. He explained that to obtain Zituvimet, I needed to go through a step therapy process. I clarified that my blood sugar had been stable and within normal range because of my long-term use of Saxagliptin and Metformin Hydrochloride. The senior team member advised that my doctor could request a peer-to-peer review with explain the situation and assured us that once this review took place, Zituvimet would be approved. We spent 54 minutes on this call.

My doctor conducted a peer-to-peer review with an pharmacist later that day, but the prescription was still denied. I am sure you have this information in your records.

Once again, my son-in-law and I called . After explaining the situation yet again, we were transferred to a senior team member. This time, we were informed that the peer-to-peer review

needed to be conducted between my doctor and an [REDACTED] physician—not a pharmacist. This crucial information had not been provided earlier. I was assured that once this peer-to-peer review was completed, my medication would be approved.

My doctor followed the proper procedure and spoke with an [REDACTED] physician for a peer to peer review. My doctor explained that the step therapy requirement had been met in this situation because I had been successfully taking Saxagliptin and Metformin Hydrochloride for over 10 years, which kept my blood sugar levels stable. She stressed that without the medication, my blood sugar would no longer be within a safe range. Despite this, the prescription was denied once again.

My son-in-law called [REDACTED] again. After a 49-minute call, during which my son-in-law explained that my health was at serious risk, a senior care team member named Adrienne intervened and authorized a one-time, three-month prescription for Zituvimet. Unfortunately, this prescription allowed for only one tablet per day instead of the two tablets I require.

Subsequently, I received a denial letter from [REDACTED], dated January 24, 2025 explaining that my coverage for Zituvimet was denied. The letter explained:

“Your request has been denied because: A) You have not tried metformin, B) You do not have a medical reason not to take metformin, or C) Your A1C results were not in the appropriate range. Your doctor can send us any new or missing information for us to review. For this drug, you may have to meet other criteria...”

As I explained above, this denial information is incorrect – see facts above and my responses below:

A) You have not tried Metformin

As my doctor explained during both peer to peer reviews with [REDACTED], I have been on Metformin for over 10 years.

B) You do not have a medical reason not to take metformin

I have type-2 diabetes and I have been prescribed medication with Metformin for over 10 years to control my diabetes.

C) Your A1C results were not in the appropriate range. Your doctor can send us any new or missing information for us to review. For this drug, you may have to meet other criteria...”

As my doctor has already explained to [REDACTED], A1C levels are within the appropriate range precisely because I have been taking Saxagliptin and Metformin Hydrochloride ER at the prescribed dosage of 2.5 mg/1000 mg, two tablets per day for years.

The denial of this medication and the incorrect reasoning used by [REDACTED] to justify the decision is placing my life at risk. I need to be assured I can continue to take my regular course of medication so my condition does not get worse. Also, constantly receiving incorrect information from your team members while trying to obtain my medication is of serious concern.

Also, as a result of the medication denials by [REDACTED], I was required to get my blood drawn – to show where my A1C levels were. Because this was not routine blood draws, the blood tests were

[REDACTED]

not fully covered by insurance. Because [REDACTED] improperly denied my medications I was required to get my blood drawn.

Please authorize the medication that controls my type 2 diabetes.

Thank you.

[REDACTED]