

HAVE YOU OR YOUR PATIENTS BEEN DENIED ACCESS TO A 6-12 MONTH PRESCRIPTION OF THE BIRTH CONTROL PILL, PATCH OR RING?

Please review the steps below to report your insurance for refusing to pay for a 6-12 month supply of short acting contraception. Reporting a denial helps the Health Care Authority, Office of Superintendent of Insurance, the American Civil Liberties Union and local non-profit organizations hold insurances accountable for not providing the healthcare our communities need.

Medicaid

For all Medicaid denials, including managed Medicaid, report to the Health Care Authority (HCA):

Email **NM.Customers@hca.nm.gov** or **Jennifer.williamsehca.nm.gov**

and state a denial has occurred and that you would like to speak on the phone to report the denial. The HCA will call the person, who provides the information about the denial at that time on the phone.

Private Insurance

For private insurance only, report to the Office of Superintendent of Insurance (OSI):

<http://bit.ly/3VLQkLM>



**Pathways for patients,
clinicians, and pharmacists
to report a denial**

For all Denials

For all denials, regardless of insurance type, report to the ACLU: <https://www.aclu-nm.org/en/get-legal-help> via "submit a legal complaint" button on the bottom of the page. Until we can confirm the security of this portal, please say that you are reporting a denial of insurance coverage and that you would like to speak on the phone to report the details.



Suggestion for providers

Suggestion for providers to sidestep denials: write prescriptions utilizing the quantity of pills, patches or rings for a 6 or 12 month supply, rather than writing "quantity sufficient for 6 or 12 month supply."

For example, writing "Sprintec one tablet by mouth once daily, dispense #182 pills."

For support submitting your denial please contact:

Tewa Women United:
info@tewawomenunited.org
(505) 747-3259
www.tewawomenunited.org