

**EXTERNAL REVIEW:**  
**WHAT TO SEND AND WHERE TO SEND**

YOUR REQUEST FOR AN EXTERNAL REVIEW WILL NOT BE ACCEPTED UNLESS THE ITEMS BELOW ARE INCLUDED:

1. Completed and signed and dated "External Review Request Form" and "Authorization for Use and Disclosure of Health Information".
2. Photocopy of the Covered Person's insurance identification card or other evidence showing the Covered Person is insured by the health carrier named in the Request Form.
3. Letter stating that the adverse benefit determination is final and all internal review procedures have been exhausted, or the Covered Person's condition meets the criteria for an expedited external review.
4. Copy of the Covered Person's certificate of coverage or insurance policy booklet identifying the benefits under the health benefit plan.
5. If applicable, completed and signed and dated:  
  
"Appointment of Authorized Representative"  
  
"Certification of Treating Health Care Provider for External Review"  
  
"Certification for Experimental or Investigational Treatment"

If you are requesting an expedited external review, call 913-982-8401 for information on the quickest way to submit your paperwork.

If you are requesting a standard external review, send all paperwork to:

NDBH  
Attn: External Appeals  
P.O. Box 6729  
Leawood, KS 66206