



# APPEAL REQUEST FORM AND INSTRUCTIONS

Members who wish to file a formal appeal related to an adverse claim determination must complete the Surency Flex Appeal Request Form. This form should only be used to submit an appeal.

The Appeal Request Form must be received by Surency Flex within 30 days from the date of the original adverse claim determination or the corresponding remittance advice.

After receiving this Appeal Request, Surency Flex will either send you a written decision regarding your appeal or, if necessary, request additional information regarding your appeal within 10 business days of receipt. However, when special circumstances arise, Surency Flex may require additional time to reach a final decision.

➤ To submit an appeal, complete the form in its entirety and attach all documents, records and any other information related to the appeal.

➤ Check all documents you submit with your appeal in the appeal information section of the form and provide the reason you disagree with the claim determination.

➤ Return completed form and all documentation to:

Fax Number:	316-272-4841
Email:	flex@surency.com
Mailing Address:	Surency Flex ATTN: APPEALS PO Box 789773 Wichita, KS 67278-9773

**866-818-8805 • Surency.com**

## Member Information

Member Name (Please Print)

Date of Birth (mm/dd/yyyy)

Company

Member ID or SS #

Address

City

State

ZIP Code

Email Address\*

**\*Email Address is required. Surency will send your appeal response to this email address.**

## Appeal Information

Claim Number

Please attach supporting documentation and mark what is attached.

Itemized Receipt

Explanation of Benefits (EOB)

Letter of Medical Necessity

Prescription

Other \_\_\_\_\_

Please provide the reason you disagree with the claim determination. Attach additional information if necessary.

Member Signature

Date

**Return completed form back to Surency at email: [flex@surency.com](mailto:flex@surency.com) - fax: 316-272-4841  
or mail: P.O. Box 789773, Wichita, KS 67278-9773**

**866-818-8805 | [Surency.com](http://Surency.com)**