



December 23, 2021

Mr. Joseph Cotter
1406 Linden Lane
West Chester, PA 19380

Re: Member Identification Number: QCH124228801001

Dear Mr. Cotter,

I am writing to acknowledge and respond to your correspondence addressed to Dr. Richard Snyder, CMO and EVP Facilitated Health Network and Gregory Deavens, President and CEO of Independence received in our office on December 6, 2021.

We can confirm you are covered by insurance. According to our records, you are enrolled in the Keystone HMO Gold Preferred plan through your employer, ZOP Online LLC. Your coverage became effective September 1, 2016 and is currently active. Your coverage includes medical and prescription benefits. Insulin is eligible under your prescription benefit and the medical treatment associated with the treatment of diabetes is eligible under your medical benefit.

In your letter you state that you are not able to access medical care. In reviewing your plan, we see that you have been able to access care in the past. For example:

- The most recent medical claim on file is from February 10, 2020.
- The most recent prescription claims on file are for the treatment of diabetes. Prescriptions for Novolog, Jardiance, and Lantus we filled on July 28, 2019.
- There was a denial for the prescription medication, Humalog, on March 3, 2017. The medication requires a prior authorization from your doctor, and there is no record that your provider put in a request.
- You have also worked with two Independence Health Coaches from August 31, 2017 until February 21, 2018, and September 1, 2017 to September 25, 2017. They gave you information to help with managing your diabetes and cost of medication.

As noted by Dr. Snyder previously, if you need assistance in locating a provider to address your medical needs, please let us know and we can assist you. Only your treating provider can write you prescriptions. Our Medical Directors cannot write you prescriptions. If you need prescriptions, we can help you find a provider near your home who can help. Mr. Cotter, we can have a nurse Health Coach reach out to you to assist you with your medical needs. The Coach can answer your health-related questions, help you manage your conditions, and discuss your prescriptions and treatment plan.



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In addition, the Health Coach can help you with the following if you are interested:

- You can use MDLive if you would like to have a virtual visit with a doctor.
- You can receive the COVID-19 vaccine without a prescription. A local pharmacy can administer the vaccine without a prescription at no cost to you.

From your letter you seem reluctant to use a health Coach and it appears you think Independence is responsible for the suspension of your driver's license. Please know that Independence is your health insurer and not your doctor. As such, Independence had no role in the suspension of your license. Doctors and other health care professionals that diagnose and treat patients have the responsibility of reporting a condition to PennDOT that could impair their patient's ability to drive. In addition, we do not have a record of any lawsuit filed by Independence against you.

You can call me at the phone number listed below and I will connect you to a Nurse Health Coach.

I hope you find this information helpful. We appreciate the opportunity to address the concerns presented in your letter. If you have additional questions, you can contact me directly at 215-241-3722.

Sincerely,

A handwritten signature in black ink that reads "Karolyn Lapina".

Quality Executive Inquiry Specialist
Executive Inquiries Department

Enclosure:

Nondiscrimination and Language Assistance Notice