

Medicare Health Plan Contact Information for Communication with the Independent Review Entity

C2C Part C Qualified Independent Contractor (QIC) Plan Liaison

Email Address

PartC-Plan_Liaison@c2cinc.com

Phone Number

1-866-439-0863

Correspondence Address for Enrollees or Other Parties to Provide Additional Documentation to the Independent Review Entity (IRE) for Pending Requests

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C

Enter appropriate Attention Line:

Expedited Appeals: Attn: QIC Part C – Part C-Expedited

All Other Appeal Types: Attn: QIC Part C – Correspondence

IRE Review of Plan Dismissal: Attn: QIC Part C – Plan Dismissal Correspondence

P.O. Box 1949

Jacksonville, FL 32231-0053

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C

Enter appropriate Attention Line:

Expedited Appeals: Attn: QIC Part C – Part C-Expedited

All Other Appeal Types: Attn: QIC Part C – Correspondence

IRE Review of Plan Dismissal: Attn: QIC Part C – Plan Dismissal Correspondence

301 W. Bay St., Suite 1110

Jacksonville, FL 32202

Correspondence Address for Enrollees or Other Parties to Submit Requests for IRE Review of a Plan Dismissal

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C

Enter appropriate Attention Line item

Attn: QIC Part C – New Plan Dismissal Appeal

P.O. Box 1949

Jacksonville, FL 32231-0053

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – New Plan Dismissal Appeal
301 W. Bay St., Suite 1110
Jacksonville, FL 32202

Fax Number for Parties to Submit a Request for IRE Review of a Plan Dismissal
904-539-4080

IRE Telephone Number for Enrollees and Providers
1-866-320-0963

Plan Submission of New Case Files to the IRE

Plans are strongly encouraged to use the **QIC IRE Part C Appeals Portal** to submit all reconsideration and dismissal case materials. This includes submitting new reconsideration cases, dismissal case files, responses to requests for additional documentation, attestations of effectuations, reopening requests and any supplemental information related to plan authorization or payment for an item, service or Part B drug after the case and case file have been submitted to the IRE.

Alternative Methods for Plan Submission of Reconsideration Case Files to the IRE by Appeal Priority and Type

Expedited and Part B Drug Reconsiderations

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – Expedited
OR

Attn: QIC Part C – New Appeal
301 W. Bay St., Suite 1110
Jacksonville, FL 32202

All Other Reconsiderations

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – New Appeals
P.O. Box 1949
Jacksonville, FL 32231-0053

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – New Appeals
301 W. Bay St., Suite 1110
Jacksonville, FL 32202

Plan Submission of Dismissal Case File in Response to Request from IRE, Outside of the QIC IRE Part C Appeals Portal

UPS / FedEx Only: Required for Expedited and Part B Drug Case Files Sent Outside of the QIC IRE Part C Appeals Portal

C2C Innovative Solutions, Inc. - QIC Part C

Attn: QIC Part C – Plan Dismissal Case File or Correspondence

301 W. Bay St., Suite 1110

Jacksonville, FL 32202

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C

Attn: QIC Part C – Plan Dismissal Case File or Correspondence

P.O. Box 1949

Jacksonville, FL 32231-0053

Other Key IRE Contact Information and Additional Correspondence Addresses for Submission of Case Materials Outside of the QIC IRE Part C Appeals Portal

Plans are strongly encouraged to use the **QIC IRE Part C Appeals Portal** for sending all case materials to the IRE. For plans that do not use the QIC IRE Part C Appeals Portal, the following additional communication options are available for sending case materials and coordinating other important appeals-related activities with C2C.

Fax Numbers for Plan Response to IRE Request for Additional Information

RFI Responses Related to Expedited Appeals: 904-539-4075

RFI Responses Related to Part B Drug Appeals: 904-539-4076

RFI Responses Related to All Other Appeal Types: 904-539-4078

RFI Response Related to IRE Review of Plan Dismissal: Use the appropriate fax number listed above based on the appeal priority and case type.

Plan Submission of Statements of Effectuation Compliance to the IRE

Fax Number for Plans to Submit Statement of Compliance Form

904-539-4096

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C

Attn: QIC Part C – Effectuation Compliance

P.O. Box 1949

Jacksonville, FL 32231-0053

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – Effectuation Compliance
301 W. Bay St., Suite 1110
Jacksonville, FL 32202

Plan Submission of Reopening Request to IRE

United States Postal Service (USPS)

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – Reopening
P.O. Box 1949
Jacksonville, FL 32231-0053

UPS / FedEx Only

C2C Innovative Solutions, Inc. - QIC Part C
Attn: QIC Part C – Reopening
301 W. Bay St., Suite 1110
Jacksonville, FL 32202

**Fax Numbers for Plan Submission of Additional Information Related to an Item,
Service or Part B Drug that was Authorized for Coverage or Paid Subsequent to the
Plan Submission of the Case File to the IRE**

Expedited Appeals: 904-539-4075

Part B Drug Appeals: 904-539-4076

All Other Appeal Types: 904-539-4078