

## PACE Organization 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](mailto:PartC-Plan_Liaison@c2cinc.com)

#### Phone Number

1-866-439-0863

### Correspondence Address for Enrollees or Other Parties to Provide Additional Documentation to the 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**

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 PACE Organization Dismissal: Attn: QIC Part C – PACE Organization Dismissal**

**Correspondence**

301 W. Bay St., Suite 1110

Jacksonville, FL 32202

### IRE Telephone Number for Enrollees and Providers

1-866-320-0963

## PACE Organization Submission of New Case Files to the IRE

C2C continues to enhance the QIC IRE Part C Appeals Portal. At launch on May 1, 2026, PACE Organizations will have limited functionality and will not yet be able to submit cases or complete case-specific communications through the QIC IRE Part C Appeals Portal. The information below summarizes the communications options on day 1.

C2C is developing a PACE-specific reconsideration form that will enable case submissions directly through the QIC IRE Part C Appeals Portal. Once available, we will notify all registered users, update the PACE Organization Reconsideration Procedures Manual and share additional communications.

## 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 Appeals**

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

## Other Key IRE Contact Information and Additional Correspondence Addresses for Submission of Case Materials

### Fax Numbers for PACE Organization 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

## PACE Organization Submission of Statements of Effectuation Compliance to the IRE

### Fax Number for PACE Organizations 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

## PACE Organization 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 PACE Organization Submission of Additional Information Related to an Item, Service, or Part B Drug that was Authorized for Coverage or Paid Subsequent to the PACE Organization 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