

Total Knee and Hip Replacement Program Appeal Process

Once informed of the incentive program, if the member would like to appeal the denial, they must submit the following in writing to www.purdue.edu/hrhelp :

Provide detail reasons why using the Franciscan provider would be a hardship, explaining the following:

1. Does the patient live more than 100 miles from the facility?
2. Will there be a delay in services to move to the new provider and facility?
3. Do you require medical specialty support due to an existing medical condition that is not offered at the Franciscan Center of Excellence in Mooresville or Carmel locations?
4. Has your current provider advised that there are unique circumstances that require you to have your surgery in a facility other than the Franciscan Center of Excellence in Mooresville or Carmel locations? If so, please describe?
5. Are there medical or safety concerns that prohibit you from travelling to the Franciscan Center of Excellence in Mooresville or Carmel locations? If so, please describe.

Upon receipt, the Benefits Administrator, Health and Wellness will review the appeal.

Member will receive a determination within 5 business days from receipt of the appeal submission to the HR benefits department.

Members may submit a second appeal, providing the detail describe above. Second appeals will be reviewed by the Senior Director, Benefits. Second appeals will be reviewed and a determination will be provided within five business days of submission.

If the appeal requires clinical review, Purdue University will submit the appeal to a third party clinical for review.

Facility locations:

Franciscan Carmel location: 12188-B North Meridian Street Carmel, IN 46032, (317) 705-4500

Franciscan Mooresville location: 1199 Hadley Road, Mooresville, IN 46158, (317) 831-1160