

## MPDP When you do have to file a claim

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### 2025 Blue Cross and Blue Shield Service Benefit Plan - Standard and Basic Option

#### Section 5. Benefits

#### Section 5(f). Prescription Drug Benefits

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- **When you do have to file a claim.** Go to Section 7, How to file a prescription drug claim.
- **If we deny your claim and you want to appeal,** you, your representative, or your prescriber must request an appeal following the process described in Section 8(a). FEP Medicare Prescription Drug Plan Disputed Claims Process. The FEP Medicare Prescription Drug Plan appeals process has 5 levels. If you disagree with the decision made at any level of the process, you can generally go to the next level. At each level, you'll get instructions in the decision letter on how to move to the next level of appeal.