



Denied Coverage Checklist

If your hidradenitis suppurativa (HS) medication has been denied, use this checklist to guide your next steps. This checklist is for educational purposes only. Coverage policies may change. Always confirm details directly with your insurer or provincial drug program.

1. Request the Reason in Writing

- Ask your insurer or provincial plan for the specific reason for denial.
- Request a copy of the policy or criteria used to make the decision.

2. Speak With Your Specialist

- Confirm whether a Special Authorization request was submitted.
- Ask if additional medical documentation can be provided.
- Ensure prior treatment failures are clearly documented.

3. Confirm Appeal Options

- Ask about internal review or formal appeal processes.
- Confirm submission deadlines & submit all required documents before the deadline.

4. Ask About Patient Support Programs

- Confirm enrollment in the medication's manufacturer support program.
- Ask about bridge coverage while the appeal is pending.
- Ask whether co-pay assistance is available.

5. Escalate If Necessary

- Contact your provincial patient ombudsman.
- Reach out to your MLA/MPP.
- Document all calls, emails, and decisions.