

#### § 405.944

The request for redetermination extension must—

- (i) Be in writing;
- (ii) State why the request for redetermination was not filed within the required time frame; and
- (iii) Meet the requirements of § 405.944.

(2) *How the contractor determines if good cause exists.* In determining if a party has good cause for missing a deadline to request a redetermination, the contractor considers—

- (i) The circumstances that kept the party from making the request on time;
- (ii) If the contractor's action(s) misled the party; and
- (iii) If the party had or has any physical, mental, educational, or linguistic limitations, including any lack of facility with the English language, that prevented the party from filing a timely request or from understanding or knowing about the need to file a timely request.

(3) *Examples of good cause.* Examples of circumstances when good cause may be found to exist include, but are not limited to, the following situations:

- (i) The party was prevented by serious illness from contacting the contractor in person, in writing, or through a friend, relative, or other person; or
- (ii) The party had a death or serious illness in his or her immediate family; or
- (iii) Important records of the party were destroyed or damaged by fire or other accidental cause; or
- (iv) The contractor gave the party incorrect or incomplete information about when and how to request a redetermination; or
- (v) The party did not receive notice of the determination or decision; or
- (vi) The party sent the request to a Government agency in good faith within the time limit, and the request did not reach the appropriate contractor until after the time period to file a request expired.

[70 FR 11472, Mar. 8, 2005, as amended at 74 FR 65333, Dec. 9, 2009]

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#### § 405.944 Place and method of filing a request for a redetermination.

(a) *Filing location.* The request for redetermination must be filed with the contractor indicated on the notice of initial determination.

(b) *Content of redetermination request.* The request for redetermination must be in writing and should be made on a standard CMS form. A written request that is not made on a standard CMS form is accepted if it contains the same required elements as follows:

- (1) The beneficiary's name;
- (2) The Medicare number;
- (3) Specific service(s) and/or item(s) for which the redetermination is being requested and the specific date(s) of the service;
- (4) The name of the party or the representative of the party.

(c) *Requests for redetermination by more than one party.* If more than one party timely files a request for redetermination on the same claim before a redetermination is made on the first timely filed request, the contractor must consolidate the separate requests into one proceeding and issue one redetermination.

[70 FR 11472, Mar. 8, 2005, as amended at 84 FR 19869, May 7, 2019]

#### § 405.946 Evidence to be submitted with the redetermination request.

(a) *Evidence submitted with the request.* When filing the request for redetermination, a party must explain why it disagrees with the contractor's determination and should include any evidence that the party believes should be considered by the contractor in making its redetermination.

(b) *Evidence submitted after the request.* When a party submits additional evidence after filing the request for redetermination, the contractor's 60 calendar day decision-making time frame is automatically extended for up to 14 calendar days for each submission.

[70 FR 11472, Mar. 8, 2005, as amended at 70 FR 37702, June 30, 2005; 74 FR 65333, Dec. 9, 2009]