

6.2 Appeals

- An appeal can be written or verbal.
- An appeal can be filed by the member, family/caregiver, friend or provider on behalf of the member.
- The appeal must be filed within 45 days of the postmarked date of the letter notifying the member of the action
- Appeals can be Standard or Expedited
- Appeals are tracked by a formal mechanism.
- Appeal decisions are made within required time frames, based on the urgency of the issue.
- Appeal determinations are made by someone other than the person making the initial determination.
- The appeal determination notice includes an explanation of the reasons for the decision, including the clinical rationale and information regarding filing external appeal or Fair Hearing information as appropriate.
- A report of appeals is submitted to the Department of Health on a quarterly basis.

Trial version converts only first 100000 characters. Evaluation only.

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