

Member Reconsiderations (Appeals)

How to appeal a change in service authorizations



Purpose of Training

- ✿ Explain how to file an appeal
- ✿ Explain the steps of an appeal
- ✿ Objectives:
 - Outline the steps for asking for an appeal
 - Describe steps of the different appeal levels

Introduction

- ✿ This will tell you the way you ask Trillium to change its decision to deny or reduce your Medicaid services. It is Called an “appeal.” We have 30 days from when we get your appeal request to change our decision or keep it the same.

You Have the Right to Appeal

- ✿ You will receive a denial letter from Trillium and an Appeal form.
- ✿ You can request an appeal either verbally or in writing within sixty (60) calendar days from the date on the letter.
- ✿ You can send the form back by fax, at 252-215-6879. You may mail it or you can bring it to one of our offices.
- ✿ You may submit additional documents with your request.
- ✿ When we receive your request, we will send you and your provider a letter. The letter will tell you the next steps of your appeal.

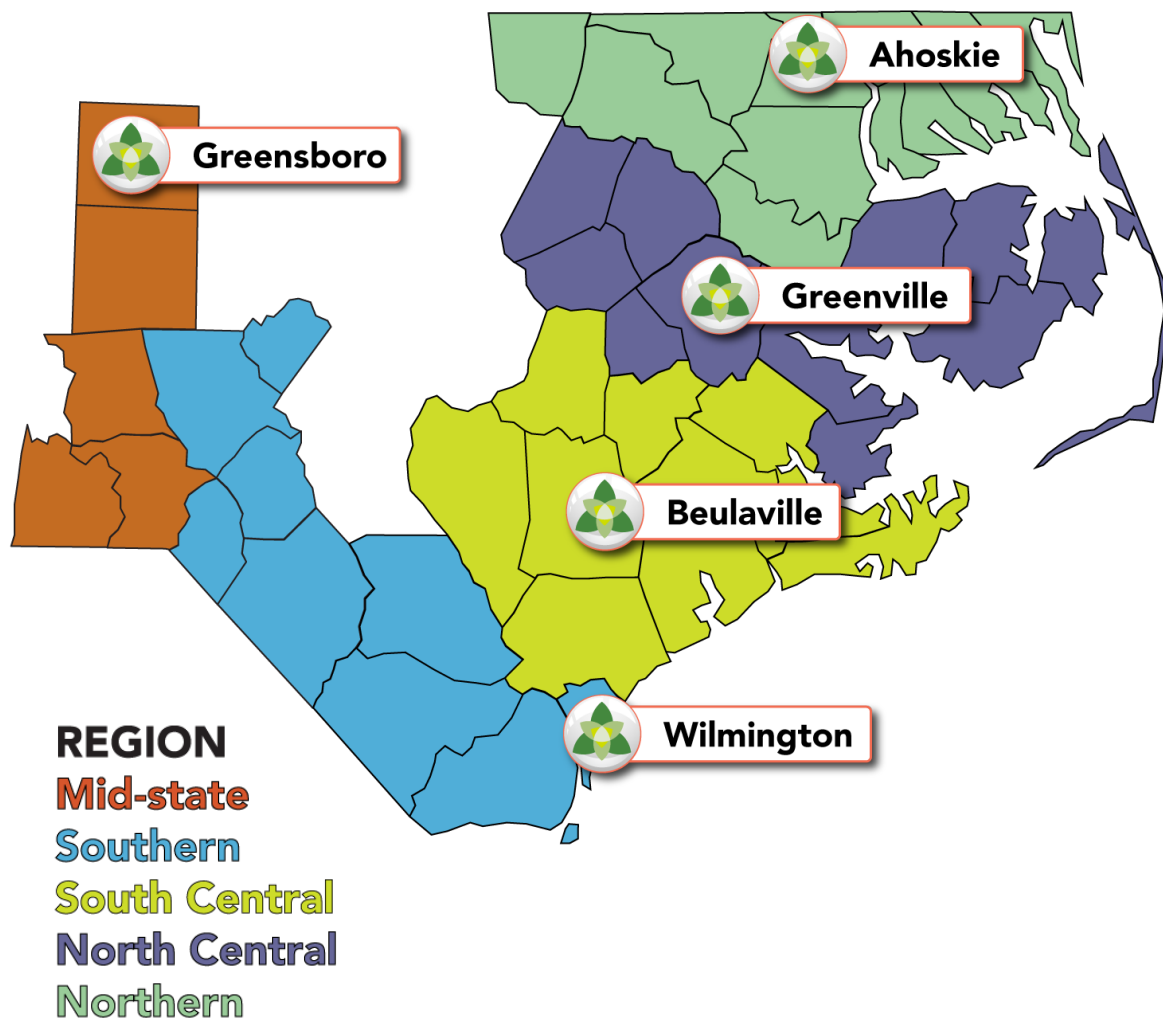
Reconsideration Review Process

- 🌱 We will send your appeal papers and the papers we used to deny or reduce your services to a person called a peer reviewer. The peer reviewer does not work for us. The peer reviewer will make a decision about your appeal.
- 🌱 The peer reviewer will send their decision to us and tell us the reasons for their decision.
- 🌱 We will send you the reviewers decision. If the peer reviewer agrees with us, then we will tell how to continue your appeal. If the peer reviewer agrees with you, we will tell you when you will receive your services.

- ❖ If you want to continue your appeal, we will send you papers that you will file with the Office of Administrative Hearings.
- ❖ If you file with the Office of Administrative Hearings, a person called a mediator will call you. They will ask you to participate in a conference call with them and with us to talk about your appeal. This meeting is called a “mediation.” You will be able to talk about your appeal with Trillium and the mediator.
- ❖ You can include anyone you want in the mediation. You can also submit documents, even if you have not given those documents to Trillium before. The mediation will be held by phone.

- ❁ If we change our decision at the mediation, you will get some or all of the services you asked for. If you do not get all of the services you asked for, you can ask for a formal meeting with the Office of Administrative Hearings. The formal meeting is called a “hearing” and it is with a judge. The hearing can be done by phone. At the hearing, a judge will let you talk and will let us talk. Then the judge will make a decision. The judge can choose to give you back all or some of your services. The judge can also choose not to give you any services.
- ❁ If you do not get your services back, the judge will tell you how you can continue your appeal.

Five Regions of Trillium



APPEALS RELATED QUESTIONS CAN BE ANSWERED BY TRILLIUM HEALTH RESOURCES APPEALS COORDINATORS.

PLEASE CONTACT OUR COORDINATORS BY CALLING OUR CUSTOMER SERVICES LINE AT 1-866-998-2597 AND ASKING FOR AN APPEALS COORDINATOR.