

YOUR APPEAL RIGHTS**Who can help you understand this notice and your appeal rights?**

We suggest you contact Medica Behavioral Health first to talk about the decision but you are not required to do so. Our phone number is 1-800-848-8327 ext. 31396. TTY 1-800-543-7162 or 711; or through the Minnesota Relay at 1-877-627-3848 (speech to speech relay service).

A state ombudsman may be able to help. They can help you appeal to Medica Behavioral Health or request a state fair hearing. They are neutral and not part of Medica Behavioral Health

Call: 651- 431-2660 or toll free 1-800-657-3729
TTY: 711 or 1-800-627-3529

Write: Ombudsman for State Managed Health Care Programs
Minnesota Department of Human Services
PO Box 64249
St. Paul, MN 55164-0249

Your county managed care advocate may also be able to help. Contact your county human services office and ask to speak to the county managed care advocate.

If you disagree with this decision, you have two options: You can (1) file a health plan appeal or (2) request a state fair hearing:

- You can choose to appeal to Medica Behavioral Health or request a state fair hearing. You may do both at the same time. You do not have to finish one process before using the other.
- You must follow the timelines for appeals and state fair hearings.
- Tell why you disagree with the decision. If you need a decision quickly, state that in your appeal or request for a state fair hearing.
- If you decide to appeal it will NOT affect your eligibility for medical benefits.
- There is no cost to you for filing an appeal or a state fair hearing.
- You can have a relative, friend, advocate, provider or lawyer help with your appeal or state fair hearing. Anyone may appeal on your behalf with your written consent. You may present your evidence and facts about the case in person, by telephone or in writing.
- Your health care provider may appeal a service authorization decision *without* your consent.

APPEAL TO MEDICA BEHAVIORAL HEALTH Or APPEAL TO Medica

Write to: **Medica Behavioral Health**,
MN CAC – Attn: Appeals;
P.O. Box 1459, MR: MN103-0500
Minneapolis, MN 55440-1459

Or call: **Medica Behavioral Health
Customer Service** at:
1-800-848-8327 ext. 31396
TTY 1-800-543-7162 or 711;
or through the Minnesota Relay at 1-877-
627-3848 (speech to speech relay service).

Write to: **Medica Health Plans**
State Public Programs
P.O. Box 9310, CP340
Minneapolis, MN 55440-9310

Or call: **Medica Customer Service** at:
Medica Customer Service at 952-
992-2322 or 1-800-373-8335 (toll
free). For TTY/TDD users please
call the National Relay Center toll
free at 1-800-855-2880 and ask
for 1-800-373-8335 (toll free),
Medica Customer Service.

- You must appeal to Medica Behavioral Health **within 90 days** after the date of this notice. You can appeal by phone or in writing.
- Tell us if your appeal is about an urgently needed service. If we agree that it is urgent, we will give you an answer within 72 hours. If we do not agree that the service is urgently needed, we will tell you within 24 hours. If you disagree, you may file a grievance with us or contact a state ombudsman.
- If your appeal is not urgent, we will tell you that we received your appeal within 10 days. We will give you a decision within 30 days. We may take up to 14 extra days if we need more information and it is in your best interest. We will tell you we are taking the extra time and why.

REQUEST A STATE FAIR HEARING

Write: Appeals Office or Fax: 651-431-7523
 Minnesota Department of Human Services
 PO Box 64941
 St. Paul MN 55164-0941

- You must request a state fair hearing in writing **within 30 days** of the date of this notice. You have up to 90 days if you have a good reason for being late.
- A state fair hearing is a meeting held by a human services judge with you and Medica Behavioral Health. Your hearing will be held by telephone unless you ask for a face to face meeting.
- The process generally takes between 30 and 90 days unless you request an expedited state fair hearing for an urgently needed medical service.
- If your hearing is about a service that was denied because it was not “medically necessary,” you may ask for a review by a medical expert. There is no cost to you.

Can my health care services continue during an appeal or state fair hearing?: If we are stopping or reducing your service you can ask to keep getting the service when you file an appeal or state fair hearing. The request to continue a service must be made **within 10 days** after the date of this notice or before the service is stopped, whichever is later. The treating provider must agree the service should continue. The service can continue until the appeal or state fair hearing is resolved. If you lose the appeal or state fair hearing, you may be billed for the service.

Medical records: You may ask to see documents considered by us during the appeal or state fair hearing process. You may request this information any time before or during the appeal or state fair hearing. You may need to put your request in writing. There is no cost to you.