

## Important Deadlines to Remember

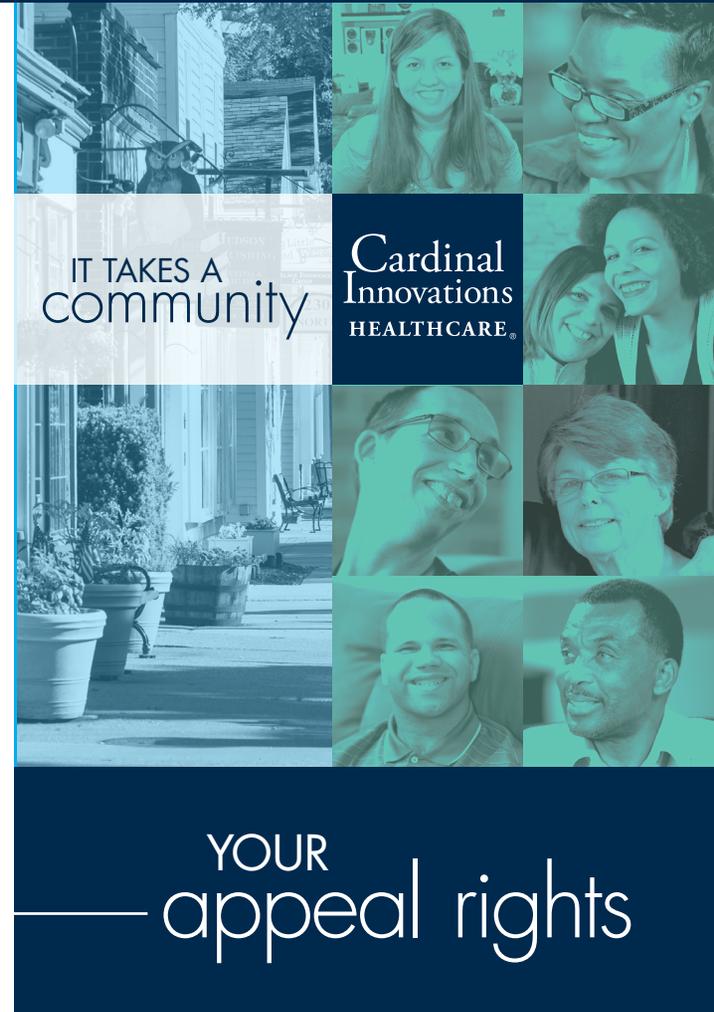
- If a Medicaid service is denied, you will be notified when the decision is made.
- If a Medicaid service is reduced, suspended or terminated, you will be notified 10 days in advance.
- You have 60 days from the date of the Notice of Decision letter to request a Reconsideration Review.
- Cardinal Innovations will notify you within 30 days with a possible extension of up to an additional 14 days of the Reconsideration Review decision.
- An expedited Reconsideration Review may be requested if it is determined that your health or safety is in jeopardy. An expedited Reconsideration Review will be completed within 72 hours from the time Cardinal Innovations receives the request. This deadline may be extended for up to 14 additional calendar days.
- You can file an appeal with the North Carolina Office of Administrative Hearings within 120 days from the date of the Reconsideration Review decision.

## Free Legal Aid May be Available to Assist with Your Appeal

**TO LOCATE A LAWYER NEAR YOU, CALL:**  
**1.800.662.7660**

**YOU MAY ALSO CALL THE TOLL-FREE  
DHHS CUSTOMER SERVICE LINE:**  
1.800.662.7030 - English/Spanish  
1.877.452.2514 - TTY

**TO LEARN MORE ABOUT THE APPEALS  
PROCESS, CALL THE NORTH CAROLINA  
OFFICE OF ADMINISTRATIVE HEARINGS**  
**919.431.3000**



**YOUR SPECIALTY  
MEDICAID HEALTH PLAN  
Appeals Process**

# YOUR appeal rights

It is very important that you understand the following rights.

If you need more information, please contact Cardinal Innovations Healthcare at 704.939.7700.

## WHO CAN FILE AN APPEAL?

You, your legally responsible person, or your authorized representative (which, with your written consent, can include your provider) can file an appeal. Your legally responsible person or authorized representative may also assist you during each step of the appeal process.

## DECISIONS TO DENY, REDUCE, SUSPEND OR TERMINATE A MEDICAID SERVICE

**Denial:** Cardinal Innovations may deny a request for request for services if criteria is not met to support the authorization request. If Cardinal Innovations denies a request, you will receive a letter by U.S. Mail explaining why and how to appeal if you disagree. During this time, you are not entitled to receive the services in dispute.

**Reduction, Suspension, or Termination:** Currently authorized services may be reduced, suspended or terminated based on several different factors (for instance, if clinical guidelines are not being followed or medical necessity is no longer met).

If Cardinal Innovations reduces, suspends, or terminates an authorization, you will be sent a letter by U.S. Mail explaining why and how to appeal if you disagree. During this time, you may be able to continue to receive the disputed services during the appeal. The letter will explain more information about this process.

## WHAT DO I DO NEXT?

If you disagree with Cardinal Innovations' decision, the first step in the appeals process is to request a Reconsideration Review. A Reconsideration Review is performed by a healthcare professional who has appropriate clinical expertise in treating your condition or disorder.

## WHAT IS THE PROCESS FOR REQUESTING A RECONSIDERATION REVIEW?

- To request a Reconsideration Review, you—or your provider with your written consent—must complete and return the Reconsideration Review Request Form to Cardinal Innovations.
- You have 60 days from the date of Cardinal Innovations' decision to request a Reconsideration Review.
- You have the right to review any information that was used as part of the Reconsideration Review.
- You may submit any additional information you believe supports the services being requested.
- The health care professional conducting the review may contact you to gather additional information as part of the reconsideration process. If you would like to specifically request that the health care professional speak with you, please call Cardinal Innovations' Appeals unit at 704.939.7700.
- Cardinal Innovations will notify you within 30 days with a possible extension of up to an additional 14 days of the Reconsideration Review decision.

## WHAT IF I DISAGREE WITH THE RECONSIDERATION REVIEW DECISION?

If you disagree with the Reconsideration Review decision, you may request a state-level Fair Hearing with the North Carolina Office of Administrative Hearings.

## WHAT IS THE APPEALS PROCESS?

- You must file your appeal with the North Carolina Office of Administrative Hearings within 120 days from the date of the Reconsideration Review decision.
- After filing your appeal, you will be offered the opportunity to have your case mediated.
- If you decline mediation, or if you and Cardinal Innovations cannot reach an agreement, your appeal will proceed to a hearing before an administrative law judge.
- During the hearing, both sides will be able to present evidence in support of their position.
- After the hearing, the administrative law judge will make a final decision regarding your appeal.
- You may represent yourself in this process, or you may hire an attorney.
- If you disagree with the final decision, you may appeal your case to Superior Court.

## WHAT IF I LOSE MY APPEAL?

If the final decision to reduce, suspend, or terminate services is not decided in your favor (in other words, if Cardinal Innovations' decision is upheld), and you chose to receive the disputed services during the appeal, Cardinal Innovations has the right to recover from you the cost of services provided to you during the appeal process. This does not apply to decisions Cardinal Innovations made to deny a request for authorization of services.