

Top 10 Things to Know about AHCCCS Appeal Process

1. You have the **right to file an appeal** if (1) your current services are reduced or terminated (2) your request for new services is denied or (3) your approved services are not timely delivered.
2. You have the **right to a written decision** when services are reduced, terminated, denied, or not provided in a timely way. The written decision is called a "Notice of Action."
3. The written decision **must explain the legal and factual reasons** for the health plan's decision
4. You have the **right to file an appeal even if you do not get a written decision**. If you or your doctor requests a service, your health plan must respond in writing in 14 days. If your plan does not do this, the non-action is considered a "denial" and you can file an appeal.
5. You have the **right to be represented by another person in the appeals process**. This person can be a lawyer or non-lawyer. If a non-lawyer, make sure to file a signed "Designation of Representation" form with the plan telling the plan that the person represents you.
6. You have a **right to look at and get copies** of all documents in the plan's appeal file. This file should contain all documents the plan used in making its decision.
7. You have the right to **request that current services be continued** during the appeals process. To request "continuing services," you must file your appeal within 10 days of the notice. If you lose your appeal, the health plan is entitled to request reimbursement for the services provided during the appeals process.
8. You have the right to a **final decision in your appeal within 90 days** of filing your appeal, minus any requests you make for more time during the appeals process.
9. If you win your appeal and paid out-of-pocket for the disputed services pending the appeal, you have the **right to be reimbursed**. If the provider gave you the services without charging you directly, the provider has the right to get paid.
10. Many AHCCCS members have won their appeals without being represented by a lawyer—YOU CAN TOO!!