APPEALS PROCESS
FLOW DIAGRAM #2

Beneficiary files appeal (orally or in writing) with MHP to review an "action"

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If appeal is oral, beneficiary follows up oral appeal with a signed, written appeal. The date of the oral appeal starts the time clock

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MHP logs appeal within one working day of receipt and acknowledges receipt in writing to the beneficiary

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Beneficiary may present evidence in person or in writing

Beneficiary may examine his/her case file and any other records pertaining to the appeal before and during the appeal process

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Decision maker must not have been involved in any previous level of review or decision making

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Is the appeal about a clinical issue?

Yes → Decision maker must also be a health care professional with the appropriate clinical expertise in treating the beneficiary's condition

No → MHP decides on appeal

MHP decides on appeal

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MHP notifies the beneficiary in writing of the results of the appeal and the date it was completed

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Is the decision wholly in favor of the beneficiary?

No → Written notice also informs the beneficiary that s/he has the right to file a SFH, instructions on how to file a SFH, his/her right to request services while the hearing is pending and how to make that request

Yes → End of appeal process

End of appeal process

TIMEFRAMES

✓ **APPEALS** must be resolved within 45 calendar days of MHP receipt of appeal.

✓ Timeframe may be extended by up to 14 days in certain circumstances.