

TIME FRAME FOR EXPEDITED APPEALS

SECTION:	<u>Administrative Policies</u>
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SUBJECT:	<u>Time Frame for Expedited Appeals</u>
EFFECTIVE DATE:	<u>11/2011</u>
REVISION DATE:	<u>4/2018</u>

POLICY

DBH will set time frames to expeditiously resolve each Expedited Appeal of an Action.

PROCEDURES

- 1.0 DBH will resolve each Expedited Appeal of an Action and provide written notice to all affected parties, as expeditiously as the Enrollee's health condition requires, but no later than 72 hours after DBH receives the Expedited Appeal Request. An additional 14 calendar days may be allowed if:
 - 1.1 The Enrollee requests an extension, or
 - 1.2 DBH shows that there is a need for additional information.
 - 1.3 DBH states how the delay is in the Enrollee's interest (upon request from the Utah Department of Health)
 - 1.4 DBH extends the time frame (and the extension was not requested by the Enrollee), and DBH gives Enrollee written notice of the reason for the delay.
- 2.0 For expedited appeals resolved within the required time frames, DBH will make reasonable efforts to provide oral notice of the expedited resolution in addition to providing a written Notice of Adverse Action, Appeal Resolution and Right to Medicaid Hearing. When DBH determines that the time frame for the resolution of the Expedited Appeal will not be met, DBH will make reasonable efforts to give the enrollee prompt oral notice of the delay. In addition, written notice of the reason for the delay will be given within 2 calendar days. DBH will give the Enrollee a Notice of Adverse Action, Appeal Resolution and Right to Medicaid Hearing.
- 3.0 If the Appeal was not resolved wholly in favor of the Enrollee, written notice will explain:
 - 3.1 Right to request a State Fair Hearing and how to do so
 - 3.2 Right to request continuation of benefits if the Appeal decision is to terminate, suspend, or reduce a previously authorized course of treatment that was ordered by an authorized provider and the original authorization has not expired
 - 3.3 How to request continuation of benefits
 - 3.4 A statement that the Enrollee may be liable for the cost of services provided the State Fair Hearing decision upholds DBH's Action
 - 3.5 Time frame for requesting a State Fair Hearing when continuation of benefits is not requested and when continuation of benefits is requested.

