



Abrazo Advantage Health Plan

An Affiliate of Abrazo Health Care

IMPORTANT INFORMATION ABOUT YOUR APPEAL RIGHTS

For more information about your appeal rights, call us or see your Evidence of Coverage.

There Are Two Kinds of Appeals

You Can File

Standard (30 days)- You can ask for a standard appeal. We must give you a decision no later than 30 days after we get your appeal. (We may extend this time by up to 14 days if you request an extension, or if we need additional information and the extension benefits you.)

Fast (72 hour review)- You can ask for a fast appeal if you or your doctor believe that your health could be seriously harmed by waiting too long for a decision. We must decide on a fast appeal no later than 72 hours after we get your appeal. (We may extend this time by up to 14 days if you request an extension, or if we need additional information and the extension benefits you.)

- **If any doctor** asks for a fast appeal for you, or supports you in asking for one, and the doctor indicates that waiting for 30 days could seriously harm your health, **we will automatically give you a fast appeal.**
- If you ask for a fast appeal without support from a doctor, we will decide if your health requires a fast appeal. If we do not give you a fast appeal, we will decide your appeal within 30 days.

What Do I Include With My Appeal?

You should include: your name, address, Member ID number, reasons for appealing, and any evidence you wish to attach. You may send in supporting medical records, doctors' letters, or other information that explains why we should provide the service.

Call your doctor if you need this information to help you with your appeal. You may send in this information or present this information in person if you wish.

How Do I File An Appeal?

For a Standard Appeal: You or your authorized representative should mail or deliver your written appeal to the address(es) below:

7878 North 16th Street, Suite 105
Phoenix, AZ, 85020

For a Fast Appeal: You or your authorized representative should contact us by telephone or fax: 602-824-3900 or 1-888-864-1114 or TTY: 602-824-3909 or 1-800-489-1472

Fax: 602-674-6655 or 866-832-5469

What Happens Next? If you appeal, we will review our decision. After we review our decision, if any of the services you requested are still denied, Medicare will provide you with a new and impartial review of your case by a reviewer outside of your Medicare Advantage Organization. If you disagree with that decision, you will have further appeal rights. You will be notified of those appeal rights if this happens.

Contact Information:

If you need information or help, call us at:

Toll Free: 602-824-3900 or 888-864-1114 TTY/TTD: TTY: 602-824-3909 or 1-800-489-1472
Monday-Friday, 8:00 AM to 5:00 PM. Or, call 1-800-842-4681 to access the Arizona Relay System after hours and on weekends and holidays.

**Other Resources
To Help You:**



Abrazo Advantage Health Plan

An Affiliate of Abrazo Health Care

Medicare Rights Center: Toll Free: 1-888-HMO-9050 TTY/TTD:

Elder Care Locator

Toll Free: 1-800-677-1116

1-800-MEDICARE (1-800-633-4227)

TTY/TTD: 1-877-486-2048

CMS Accepted 11/15/2006 H5985_059v2