

ARIZONA APPEALS INFORMATION PACKET

UNITEDHEALTHCARE OF ARIZONA, INC.

Please read this notice carefully. It contains important information regarding how to appeal decisions made by us and our review agent. These procedures only apply to covered persons while they reside in Arizona.

Getting Information About the Health Care Appeals Process **Help in Filing an Appeal: Standardized Forms and Consumer Assistance** **from the Department of Insurance**

We must send you a copy of this information packet when you first receive your policy, at your request, or the request of your treating provider, and provide access to a copy of this information packet on our website. When your insurance coverage is renewed, we must also send you a separate statement to remind you that you can request another copy of this information packet. Just call our Customer Care at [(877) 482-9045] to ask.

Enclosed with this packet, you will find forms you can use for your appeal. The Arizona Department of Insurance and Financial Institutions (DIFI) (“the Department”) developed these forms to help people who want to file a health care appeal. You are not required to use them. We cannot reject your appeal if you do not use them. If you need help in filing an appeal, or you have questions about the appeals process, you may call the Department’s Consumer Assistance Office at [(602) 364-2499] or [(800) 325-2548], or call us at [(877) 482-9045].

How to Know When You Can Appeal

When we or our review agent do not recommend a service or pay a claim, we must notify you of your right to appeal that decision. Your notice may come directly from us or through your treating provider.

Decisions You Can Appeal

You can appeal the following decisions:

1. We or our review agent do not recommend a service that you or your treating provider has requested.
2. We do not pay for a service that you have already received.
3. We or our review agent do not recommend a service or pay a claim because we say that it is not “medically necessary”.
4. We or our review agent do not recommend a service or pay a claim because we or our review agent say that it is not covered under your insurance policy, and you believe it is covered.
5. We or our review agent do not notify you, within ten (10) business days of receiving your request, whether or not we or our review agent will recommend a requested service.
6. We do not authorize a referral to a specialist.

Decisions You Cannot Appeal

You cannot appeal the following decisions:

1. You disagree with our decision as to the amount of “usual and customary charges.”
2. You disagree with how we are coordinating benefits when you have health insurance with more than one insurer.
3. You disagree with how we have applied your claims or services to your plan deductible.
4. You disagree with the amount of coinsurance or copayments that you paid.
5. You disagree with our decision to issue or not issue a policy to you.
6. You are dissatisfied with any rate increases you may receive under your insurance policy.
7. You believe we may have violated any other parts of the Arizona Insurance Code.

If you disagree with a decision that is not appealable according to this list, you may still file a complaint with the Arizona Department of Insurance and Financial Institutions (DIFI), 100 N. 15th Avenue, Suite 261, Phoenix, AZ 85007-2630. You can also file a complaint via their website: www.difi.az.gov.

Other Appeal Rights

For any other dissatisfaction, you may have other state or federal rights available to you.

You can send your appeal to:

UnitedHealthcare
PO Box 6111
Mail Stop CA-0197
Cypress, CA 90630
Phone: (877) 482-9045
Fax: (888) 404-0949

At any time, you may file a complaint with the Arizona Department of Insurance and Financial Institutions (DIFI), 100 N. 15th Avenue, Suite 261, Phoenix, AZ 85007-2630.

Who Can File An Appeal?

Either you or your treating provider can file an appeal on your behalf. Enclosed with this packet is a form that you may use for filing your appeal. You are not required to use this form, and you may send us a letter with the same information. If you decide to appeal our decision to deny a recommendation for a service, you should tell your treating provider so the provider can help you with the information you need to present your case.

Description of the Appeals Process

There are two types of appeals: an expedited appeal for urgent matters and a standard appeal. Each type of appeal has two (2) levels. The appeals operate in a similar fashion, except that expedited appeals are processed much faster because of the patient's condition.

	Expedited Appeals (for urgent care requests)	Standard Appeals (for non-urgent services or denied claims)
Level 1 –	Expedited Appeal	Formal Appeal
Level 2 –	Expedited External Independent Review	External Independent Review

We or our review agent make the decision at Level 1. An outside reviewer, who is completely independent from us or our review agent, makes Level 2 decisions. You are not responsible to pay the costs of the external review if you choose to appeal to Level 2.

EXPEDITED APPEAL PROCESS FOR URGENT CARE REQUESTS

Level 1 – Expedited Appeal

Your request: You may request an Expedited Appeal of your denied request or a service that has not already been provided or is currently being provided if it involves an urgent care claim. An urgent care claim means:

1. Any claim that a physician with knowledge of your medical condition determines is an urgent care claim to which the application of the time periods for making non-urgent care determinations could seriously jeopardize your life or health or your ability to regain maximum function;
2. In the opinion of a physician with knowledge of your medical condition, any claim for medical care or treatment where the application of the time periods for making non-urgent care determinations would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim; or
3. Any claim that a member's treating provider certifies in writing and provides supporting documentation to the utilization review agent that the time period for making non-urgent care determinations is likely to cause a significant negative change in the member's medical condition at issue.

4. Any claim for medical care or treatment where the application of the time periods for making non-urgent care determinations could seriously jeopardize your life or health or your ability to regain maximum function. Whether a claim is an urgent care claim will be determined by an individual acting on behalf of the plan applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine.

You may request an Expedited Appeal orally or in writing at:

UnitedHealthcare
PO Box 6111
Mail Stop CA-0197
Cypress, CA 90630
Phone: (877) 482-9045
Fax: (888) 808-9123

Our decision: We or our review agent will notify you of our recommendation as soon as possible, but not later than 1 business day after receipt of the request for expedited appeal. Within that same business day, we must call and tell you and your treating provider and mail you our recommendation in writing. The letter must explain the reasons for our recommendation and tell you the documents on which we based our recommendation.

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| If we deny your request: | You may immediately appeal to Level 2. |
| If we grant your request: | We or our review agent will recommend the service and the appeal is over. |
| If we refer your case to Level 2: | We or our review agent may decide to skip Level 1 and send your case straight to an independent reviewer at Level 2. |

Level 2 – Expedited External Independent Review

Your request: You may appeal to Level 2 only after you have appealed through Level 1. You have 5 business days after you receive our or our review agent's Level 1 decision to send us your written request for Expedited External Independent Review. Send your request and any more supporting information to:

UnitedHealthcare
PO Box 6111
Mail Stop CA-0197
Cypress, CA 90630
Phone: (877) 482-9045
Fax: (888) 808-9123

Neither you nor your treating provider is responsible for the cost of any external independent review.

The process: There are two types of Level 2 appeals, depending on the issues in your case:

1. Medical Necessity

These are cases where we have decided not to recommend a service because we think the services you (or your treating provider) are asking for are not medically necessary. For medical necessity cases, the independent reviewer is a provider retained by an outside independent review organization ("IRO") that is procured by the Arizona Insurance Department and not connected with our company. The IRO provider must be a provider who typically manages the condition under review.

2. Contract Coverage

These are cases where we have denied coverage because we believe the requested service is not covered under your insurance plan. For contract coverage cases, the Arizona Insurance Department is the independent reviewer.

Medical Necessity Cases

Within one (1) business day of receiving your request, we or our review agent must:

1. Mail a written acknowledgment of the request to the Director of the Department of Insurance and Financial Institutions ("Director"), you, and your treating provider.
2. Send the Director, the request for review; a copy of your insurance contract, evidence of coverage or similar document; all medical records and supporting documentation used to render our recommendation; a summary of the applicable issues, including a statement of our recommendation; the criteria used and clinical reasons for our decision; and the relevant portions of our review agent's guidelines. We must also include the name and credentials of the health care provider who reviewed and upheld the denial at the earlier appeal levels.

Within two (2) business days of receiving this information, the Director must send all the submitted information to an external independent reviewer organization (the "IRO").

Within seventy-two (72) hours from the date of receiving the information, the IRO must make a decision and send the decision to the Director.

Within one (1) business day of receiving the IRO's decision, the Insurance Director must mail a notice of the decision to us, our review agent, you and your treating provider.

The decision (medical necessity): If the IRO decides that we should provide the service, we must authorize the service. If the IRO agrees with our decision to deny the service, the appeal is over. Your only further option is to pursue your claim through judicial review.

Contract Coverage Cases

Within one (1) business day of receiving your request, we must:

1. Mail a written acknowledgment of your request to the Director, you, and your treating provider.
2. Send the Director: the request for review; a copy of your insurance contract, evidence of coverage or similar document; all medical records and supporting documentation used to render our decision; a summary of the applicable issues, including a statement of our decision; and the criteria used and any clinical reasons for our decision.

Within two (2) business days of receiving this information, the Director must determine if the service or claim is covered, issue a decision, and send a notice to us, you, and your treating provider.

Referral to the IRO for Contract Coverage Cases: The Director is sometimes unable to determine issues of coverage. If this occurs, the Director will forward your case to an IRO. The IRO will have seventy-two (72) hours to make a decision and send it to the Director. The Director will have one (1) business day after receiving the IRO's decision to send the decision to us, you, and your treating provider.

The decision (contract coverage): If you disagree with the Director's final decision on a contract coverage issue, you may request a hearing with the Office of Administrative Hearings ("OAH"). If we disagree with the Director's final decision, we may also request a hearing before the OAH. A hearing must be requested within 30 days of receiving the Director's decision. The OAH must promptly schedule and complete a hearing for appeals from expedited Level 2 decisions.

STANDARD APPEAL PROCESS FOR NON-URGENT SERVICES AND DENIED CLAIMS

Level 1 – Formal Appeal

Your request: You may request Formal Appeal if:

1. We denied your request for a covered service; or
2. You have an unpaid claim.

You have two (2) years from the date we first deny a requested service or we deny a claim to request Formal Appeal. To help us make a decision on your appeal, you or your provider should also send us any more

information (that you have not already sent us) to show why we should authorize the requested service or pay the claim. Send your appeal request and information to:

UnitedHealthcare
PO Box 6111
Mail Stop CA-0197
Cypress, CA 90630
Phone: (877) 482-9045
Fax: (888) 404-0949

Our acknowledgment: We have five (5) business days after we receive your request for Formal Appeal (“the receipt date”) to send you and your treating provider a notice that we received your request.

Our decision: For a service that you have not yet received, we or our review agent have thirty (30) days after the receipt date to decide whether we should change our decision and recommend the requested service. For denied claims, we have sixty (60) days to decide whether we should change our decision and pay your claim. We will send you and your treating provider our decision in writing. The written decision must explain the reasons for our decision and tell you the documents on which we based our decision.

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| If we deny your request: | You have four (4) months to appeal to Level 2. |
| If we grant your request: | We will recommend the service and pay the claim and the appeal is over. |
| If we refer your case to Level 2: | We may decide to skip Level 1 and send your case straight to an independent reviewer at Level 2. |

Level 2 – External Independent Review

Your request: You may appeal to Level 2 only after you have appealed through Level 1. You have four (4) months after you receive our Level 1 decision to send us your written request for External Independent Review. Send your request and any more supporting information to:

UnitedHealthcare
PO Box 6111
Mail Stop CA-0197
Cypress, CA 90630
Phone: (877) 482-9045
Fax: (888) 404-0949

Neither you nor your treating provider is responsible for the cost of any external independent review.

The process: There are two types of Level 2 appeals, depending on the issues in your case:

A. **Medical Necessity**

These are cases where we have decided not to recommend a service because we think the services you (or your treating provider) are asking for are not medically necessary. For medical necessity cases, the independent reviewer is a provider retained by an outside independent review organization (“IRO”) that is procured by the Arizona Insurance Department and not connected with our company. For medical necessity cases, the provider must be a provider who typically manages the condition under review.

Contract Coverage

These are cases where we have denied coverage because we believe the requested service is not covered under your insurance plan. For contract coverage cases, the Arizona Insurance Department is the independent reviewer.

Medical Necessity Cases

Within five (5) business days of receiving your request, we must:

1. Mail a written acknowledgment of the request to the Director, you, and your treating provider.

2. Send the Director: the request for review; a copy of your insurance contract, evidence of coverage or similar document; all medical records and supporting documentation used to render our decision; a summary of the applicable issues including a statement of our decision; the criteria used and clinical reasons for our decision; and the relevant portions of our review guidelines. We must also include the name and credentials of the health care provider who reviewed and upheld the denial at the earlier appeal levels.

Within five (5) days of receiving our information, the Director must send all the submitted information to an external independent review organization (“IRO”).

Within twenty-one (21) days of receiving the information, the IRO must make a decision and send the decision to the Director.

Within five (5) business days of receiving the IRO’s decision, the Director must mail a notice of the decision to us, you, and your treating provider.

The decision (medical necessity): If the IRO decides that we should recommend the service or pay the claim, we must recommend the service or pay the claim. If the IRO agrees with our decision to deny the service or payment, the appeal is over. Your only further option is to pursue your claim through judicial review.

Contract Coverage Cases

Within five (5) business days of receiving your request, we must mail a written acknowledgment of your request to the Insurance Director, you, and your treating provider.

Send the Director: the request for review; a copy of your insurance contract, evidence of coverage or similar document; all medical records and supporting documentation used to render our decision; a summary of the applicable issues including a statement of our decision; the criteria used and any clinical reasons for our decision; and the relevant portion of our review guidelines.

Within fifteen (15) business days of receiving this information, the Director must determine if the service or claim is covered, issue a decision, and send a notice to us, you, and your treating provider. If the Director decides that we should recommend the service or pay the claim, we must do so.

Referral to the IRO for Contract Coverage Cases:

The Director is sometimes unable to determine issues of coverage. If this occurs, the Director will forward your case to an IRO. The IRO will have twenty-one (21) days to make a decision and send it to the Director. The Director will have five (5) business days after receiving the IRO’s decision to send the decision to us, you, and your treating provider.

The decision (contract coverage): If you disagree with the Director’s final decision on a coverage issue, you may request a hearing with the Office of Administrative Hearings (“OAH”). If we disagree with the Director’s determination of coverage issues, we may also request a hearing before the OAH. Hearings must be requested within thirty (30) days of receiving the coverage issue determination. The OAH has rules that govern the conduct of their hearing proceedings.

Obtaining Medical Records

Arizona law (A.R.S. 12-2293) permits you to ask for a copy of your medical records. Your request must be in writing and must specify who you want to receive the records. The health care provider who has your records will provide you or the person you specified with a copy of your records.

Designated Decision Maker: If you have a designated health care decision maker, that person must send a written request for access to or copies of your medical records. The medical records must be provided to your health care decision maker or a person designated in writing by your health care decision maker unless you limit access to your medical records only to yourself or your health care decision maker.

Confidentiality: Medical records disclosed under A.R.S. 12-2293 remain confidential. If you participate in the appeal process, the relevant portions of your medical records may be disclosed only to people authorized to participate in the review process for the medical condition under review. These people may not disclose your medical information to any other people.

Documentation for an Appeal

If you decide to file an appeal, you must give us any material justification or documentation for the appeal at the time the appeal is filed. If you gather new information during the course of your appeal, you should give it to us as soon as you get it. You must also give us the address and phone number where you can be contacted. If the appeal is already at Level 2, you should also send the information to the Department of Insurance and Financial Institutions (DIFI).

The Role of the Department of Insurance and Financial Institutions

Arizona law (A.R.S.20-2533(F)) requires “any member who files a complaint with the Department relating to an adverse decision to pursue the review process prescribed” by law. This means that, for appealable decisions, you must pursue the health care appeals process before the Director can investigate a complaint you may have against our company based on the decision at issue in the appeal.

The appeal process requires the Director to:

1. Oversee the appeals process.
2. Maintain copies of each utilization review plan submitted by insurers.
3. Receive, process, and act on requests from an insurer for External Independent Review.
4. Enforce the decisions of insurers.
5. Review decisions of insurers.
6. Send, when necessary, a record of the proceedings of an appeal to Superior Court or to the Office of Administrative Hearings (OAH).
7. Issue a final administrative decision on coverage issues, including the notice of the right to request a hearing before the OAH.

Receipt of Documents

Any written notice, acknowledgment, request, decision or other written document required to be mailed is deemed received by the person to whom the document is properly addressed on the fifth business day after being mailed. “Properly addressed” means your last known address.

HEALTH CARE APPEAL REQUEST FORM

You may use this form to tell your insurer you want to appeal a denial decision.

Insured Member's Name _____ Member ID # _____
Name of representative pursuing appeal, if different from above _____
Mailing Address _____ Phone # _____
City _____ State _____ Zip Code _____

Type of Denial: Denied Claim Denied Service Not Yet Received

Name of Insurer that denied the claim/service: _____

If you are appealing your insurer's decision to deny a service you have not yet received, will a 30 to 60 day delay in receiving the service likely cause a significant negative change in your health? If your answer is "Yes," you may be entitled to an expedited appeal. Your treating provider must sign and send a certification and documentation supporting the need for an expedited appeal.

What decision are you appealing? _____

(Explain what you want your insurer to authorize or pay for.)

Explain why you believe the claim or service should be covered:

(Attach additional sheets of paper, if needed.)

If you have questions about the appeals process or need help to prepare your appeal, you may call the Department of Insurance Consumer Assistance number (602) 364-2499 or 1-(800) 325-2548, or UnitedHealthcare at the number on the back of your insurance card.

Make sure to attach everything that shows why you believe your insurer should cover your claim or authorize a service, including: Medical records Supporting documentation (letter from your doctor, brochures, notes, receipts, etc.) ****Also attach the certification from your treating provider if you are seeking expedited review.**

Signature of insured or authorized representative

Date

