

INSTRUCTIONS FOR FILING AN APPEAL

Follow these instructions to file your appeal.

There are two types of appeals:

1. **Standard Appeal:** If you ask for a standard appeal, Optum Tooele County will make a decision on your appeal within 30 calendar days from the date we get your appeal.
2. **Expedited (quick) Appeal:** If you, your legally authorized representative or your provider believes that taking the standard amount of time (up to 30 days) to make a decision on your appeal could place your life or health in danger, or that you might have a permanent setback, you can ask for an expedited (quick) appeal.

If Optum agrees we need to make a quick decision on your appeal, we will make a decision in 3 working days from the date we get your quick appeal request.

If we do not agree we need to make a quick decision on your appeal, we will call you to let you know. We will also send you a letter within 2 days telling you that.

In either case, sometimes Optum might need more time to make a decision on your appeal. Also, you may ask us to take more time. If so, we can take up to 14 more calendar days to make our decision on the appeal. If we need extra time, we will send you a letter telling you that.

WHEN TO FILE YOUR APPEAL

You must file your appeal within **60 days** from the date on the Notice of Adverse Benefit Determination letter that you received from Optum.

WHO CAN FILE YOUR APPEAL

You, or your legally authorized representative may file your appeal.

HOW TO FILE YOUR APPEAL (different instructions for standard and quick appeals)

Oral Appeals

1. You don't have to, but if you would like to, you, or your legally authorized representative can call to tell Optum you want to appeal the decision we have made.

Call Optum at **1-800-640-5349** and ask to talk with the Compliance Manager. If you call, make sure you us if you want a **standard** or a **quick** appeal.

Written Appeals

1. If you decide that you don't want to call Optum first, you, your legally authorized representative, or your provider can fill out the enclosed Appeal Request Form.
2. If you are asking for a **quick** appeal, please check the box under #5 on the Appeal Request Form. This will let us know you want a quick decision on your appeal.
3. Mail or fax the completed Appeal Form to:

Mail:

Optum Tooele County - Appeals
12921 South Vista Station Boulevard, #200
Draper, UT 84020

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Fax: 1-877-331-0272

Secured Email: TooeleReviews@optum.com

If services are still denied after your appeal, you have the right to request a State Fair Hearing with the Utah Division of Medicaid and Health Financing. When Optum sends you our decision on your appeal, we will include instructions for how to file a State Fair Hearing.

If Optum does not resolve your appeal within the times listed in #1 and #2 (above), you have the right to request a State Fair Hearing with the Utah Division of Medicaid and Health Financing. If this happens, please call Optum at 1-800-640-5349 and ask us to send you a State Fair Hearing request form.