

Appeals & Grievances Form

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|------------------------------|--|-------------------------------------------|------------------|
| Member Name: | | Date of Birth: | |
| Member ID #: | | Medicare Beneficiary Number (MBI): | |
| Street Address: | | | |
| City: | | State: | ZIP Code: |
| Primary Phone Number: | | Secondary Phone Number: | |

| | |
|----------------------------------------------------------------------------------------------------|-------------------------------------|
| If applicable, please submit an Appointment of Representative form and enter the following. | |
| Authorized Representative: | Representative Phone Number: |

Is this an appeal or grievance? Please select the appropriate box:

| | | | |
|----------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Grievance | <input type="checkbox"/> Expedited Appeal | <input type="checkbox"/> Standard Appeal (authorization) | <input type="checkbox"/> Standard Appeal (claim/payment) |
|----------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------|

- ⇒ **If an appeal**, you must submit this form within 60 days of the date of the denial notification.
- ⇒ **If appealing cost-share liability**, you must submit this form within 60 days of the date on the bill or on the Explanation of Benefits (EOB).

| | |
|-------------------------------------------------------|-----------------------------------|
| Claim/Payment Appeals Only | |
| Claim Number(s) Being Appealed: | Provider(s) of Service(s): |
| Date(s) of Service: | Total Amount in Dispute: |
| Authorization Appeals Only | |
| Denied Authorization Number(s) Being Appealed: | Requesting Provider(s): |
| Servicing Provider(s): | Type(s) of Service: |

Please give a detailed summary of your grievance or appeal. Submit additional pages as needed, including copies of denial letters, records, chart notes and any other information that supports your case:

| | |
|-------------------|--------------|
| Signature: | Date: |
|-------------------|--------------|

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| Mail form to: UCLA Health Medicare Advantage Plan P.O. Box 211622 Eagan, MN, 55121-3622 | Email form to: UHMAPappealsandgrievances@mednet.ucla.edu |
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If you wish to file an expedited appeal or grievance verbally, please contact Member Services at toll-free number 1-833-627-8252 (MAP-UCLA), Monday – Friday, 8 am – 8 pm. TTY users can call the toll-free TTY number 1-800-735-2929 (711).

What Is a Grievance?

A type of formal complaint, you file a grievance to express dissatisfaction with the operations, activities or behavior of a plan or its contracted providers, whether you request remedial action or not. The Centers for Medicare & Medicaid Services (CMS) — the federal agency that administers Medicare — requires all Medicare Advantage plans to have procedures in place for timely grievance resolution.

Decisions made under the grievance process cannot be appealed.

⇒ Learn more about grievances: <https://cms.gov/medicare/appeals-grievances/managed-care/grievances>

What Is an Organization Determination (Initial Determination)?

It is an approval, denial or any other decision made by your Medicare Advantage (MA) plan or one of its contracted independent physician associations (IPAs) about the:

1. Authorization of or payment for a health care item or service;
2. Amount you're required to pay for an item or service; or
3. Quantity of items or services you can receive.

Anytime you aren't sure if the plan will cover an item or service, you — or your representative or provider on your behalf — can ask for a preservice organization determination (prior authorization). You can make this “request for an organization determination” directly with your MA plan, or through a plan agent or contractor such as an in-network provider.

When a *provider* declines to furnish an item or service, this is not an organization determination but a treatment decision. It's based on the provider's judgment about whether the item or service should be part of your treatment plan or whether they are willing to furnish it, regardless of plan coverage.

⇒ Learn more about organization determinations: <https://cms.gov/medicare/appeals-grievances/managed-care/organization-determinations>

What Is an Appeal (Reconsideration)?

If you disagree with an organization determination, you can request a reconsideration or redetermination by filing an appeal. Your MA plan will revisit your original claim, along with any additional supporting evidence, then approve or deny your request.

⇒ Learn more about appeals (reconsideration): <https://cms.gov/medicare/appeals-grievances/managed-care/reconsideration-advantage-health-plan-part-c>

Notice of Availability of Language Assistance and Auxiliary Aids and Services

ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-833-627-8252 (TTY: 1-800-735-2929) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-833-627-8252 (TTY: 1-800-735-2929) o hable con su proveedor (Spanish).

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-833-627-8252（文本电话：1-800-735-2929）或咨询您的服务提供商 (Chinese).

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-833-627-8252 (Người khuyết tật: 1-800-735-2929) hoặc trao đổi với người cung cấp dịch vụ của bạn (Vietnamese).

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-833-627-8252 (TTY: 1-800-735-2929) o makipag-usap sa iyong provider (Tagalog).

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-833-627-8252 (TTY: 1-800-735-2929)번으로 전화하거나 서비스 제공업체에 문의하십시오 (Korean).

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, Դուք կարող եք օգտվել լեզվական աջակցության անվճար ծառայություններից: Մատչելի ձևաչափերով տեղեկատվություն տրամադրելու համապատասխան օժանդակ միջոցներն ու ծառայությունները նույնպես տրամադրվում են անվճար: Չանգահարեք 1-833-627-8252 հեռախոսահամարով (TTY՝ 1-800-735-2929) կամ խոսեք Ձեր մատակարարի հետ (Armenian):

توجه: اگر [وارد کردن زبان] صحبت می کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب های قابل دسترس، به طور رایگان موجود می باشند. با شماره 1-833-627-8252 (تله تایپ: 1-800-735-2929) تماس بگیرید یا با ارائه دهنده خود صحبت کنید. (Persian).

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-833-627-8252 (TTY: 1-800-735-2929) или обратитесь к своему поставщику услуг (Russian).

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用い

ただけます。1-833-627-8252 (TTY : 1-800-735-2929) までお電話ください。または、ご利用の事業者にご相談ください (Japanese)。

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-833-627-8252 (1-800-735-2929) أو تحدث إلى مقدم الخدمة. (Arabic)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਚੁਕਦੇ ਪੂਰਕ ਸਹਾਇਕ ਸਾਧਨ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। 1-833-627-8252 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਪ੍ਰਦਾਤਾ ਨਾਲ ਗੱਲ ਕਰੋ। (Punjabi)

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរសេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-833-627-8252 (TTY: 1-800-735-2929)

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរសេវាកម្មជំនួយភាសា (Khmer)

LUS CEEV TSHWJ XEEB: Yog hais tias koj hais Lus Hmoob muaj cov kev pab cuam txhais lus pub dawb rau koj. Cov kev pab thiab cov kev pab cuam ntxiv uas tsim nyog txhawm rau muab lus qhia paub ua cov hom ntaub ntawv uas tuaj yeem nkag cuag tau rau los kuj yeej tseem muaj pab dawb tsis xam tus nqi dab tsi ib yam nkaus. Hu rau 1-833-627-8252 (TTY: 1-800-735-2929) los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob (Hmong).

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-833-627-8252 (TTY: 1-800-735-2929) पर कॉल करें या अपने प्रदाता से बात करें। (Hindi)

หมายเหตุ: หากคุณใช้ภาษาไทย เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ ยังมีเครื่องมือและบริการช่วยเหลือเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรติดต่อ 1-833-627-8252 (TTY: 1-800-735-2929) หรือปรึกษาผู้ให้บริการของคุณ (Thai)

Nondiscrimination Notice

Discrimination is against the law!

UCLA Health Medicare Advantage Plan (UHMAP) complies with applicable state laws and Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). UHMAP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

UHMAP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- If you need these services, contact UHMAP Civil Rights Coordinator.

If you believe that UCLA Health Medicare Advantage Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

UCLA Health Medicare Advantage Plan
Attention: Civil Rights Coordinator
5757 West Century Blvd., Suite 200
Los Angeles, CA 90045

Phone: 310-302-4092

Email: HPCompliance@mednet.ucla.edu

Website: www.uclahealthmedicareadvantage.org

You can file a grievance by calling, mailing, or emailing. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)