
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, Salt Lake County Division of Behavioral Health Services (DBHS) 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 DBHS agrees they need to make a quick decision on your appeal, they will make a decision in 3 working days from the date they get your quick appeal request.

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

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

These instructions will explain differences in how to file a **standard** or **quick** appeal.

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 your provider.

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)

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

Call DBHS at **385-468-4707** and ask to talk with the Quality Assurance Manager. If you call, make sure you tell them if you want a **standard** or a **quick** appeal.
2. If you ask for a **standard** appeal, after calling **you must also send DBHS a written appeal.**
 - To send DBHS your written appeal, use the enclosed Appeal Form. You must send them the form within **5** working days of your call to tell them you want to appeal their decision. Follow the steps in #6 below when filling out and sending DBHS the appeal form.
3. If you ask for a **quick** appeal when you call, you don't have to send DBHS a written appeal.
4. If you decide that you don't want to call DBHS first, just fill out the enclosed Appeal

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Form. Be sure to follow the steps below.

5. If you are asking for a **quick** appeal, the box under #5 on the Appeal Form must be checked. This will let DBHS know you want a quick decision on your appeal. Also follow all of the other steps before sending them the appeal form.
6. Mail or fax the completed Appeal Form to:

Mail:

Salt Lake County Division of Behavioral Health Services
Quality Assurance Manager
P.O. Box 144575
2001 South State Street, Suite S2-300
Salt Lake City, UT 84114-4575

Fax: 385-468-4740