

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 we agree 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 we 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.

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 Action 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 us you want to appeal the decision your provider has made.

Call us at **385-468-4707** and ask to talk with the Quality Assurance Manager. If you call, make sure you tell us 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 us your written appeal, use the enclosed Appeal Form. You must send us this form within **5** working days of your call to tell us you want to appeal our decision. Follow the steps in #6-8 below when filling out and sending us the appeal form.
3. If you ask for a **quick** appeal when you call, you don't have to send us a written appeal.

INSTRUCTIONS FOR FILING AN APPEAL

4. If you decide that you don't want to call us first, just fill out the enclosed Appeal 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 us know you want a quick decision on your appeal. Also follow all of the other steps before sending us 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
2100 South State Street, Suite S2-300
Salt Lake City, UT 84114-4575

Fax: 385-468-4740