

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.

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)

Oral 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 **1-385-468-4707** 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.

Written Appeals

1. If you decide that you don't want to call DBHS 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 DBHS know you want a quick decision on your appeal.
3. Mail or fax the completed Appeal Form to:

Mail:

Salt Lake County Division of Behavioral Health Services

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Quality Assurance Manager
P.O. Box 144575
2001 South State Street, Suite S2-300
Salt Lake City, UT 84114-4575

Fax: 385-468-4740

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 DBHS sends you their decision on your appeal, they will include instructions for how to file a State Fair Hearing.

If DBHS 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 DBHS at 1-385-468-4707 and ask them to send you a State Fair Hearing request form.