

What is an Appeal?

What is an Appeal?

Under federal law, an "Appeal" is a review by the Plan's Notice of Adverse Benefit Determination (NOABD). A NOABD is "An action occurs" when BHRS does at least one of the following:

1. Do not meet criteria for services;
2. Termination services;
3. Timely access to services;

Please call QI Program at (209) 381-6800 x 3265/1-888-334-0163 for help.

Where do I receive an Appeal form?

Forms are available at the clinics and on the BHRS Website.

How do I file an Appeal?

Within 60 calendar days after receiving the NOABD you can file an Appeal verbally or in writing. If you need additional assistance in filing an Appeal, please contact one of the following numbers:

1. Quality Improvement – BHRS Manager: (209) 381-6800 x 3647
2. Patient's Rights Advocate: (209) 381-6876
4. Toll-Free: (888) 334-0163

What should I expect after filing an Appeal?

BHRS will investigate your Appeal and respond to you in writing.

What is the difference between a Standard Appeal and an Expedited Appeal?

This used when the time for investigating the appeal may cause the consumer's life, health, or ability to maintain or regain maximum function.

What if I do not agree with the results of the investigation?

You have the right to file for a State Fair Hearing after the appeal is reviewed.