

Appeals

What Do I Need To Know About Appeals?

PAP Appeals

For Eligibility or Wrap Benefits. Enrollees can appeal directly to DHHS. Enrollees do not have to go to the QHP or NHID first about eligibility or wrap benefit issues.

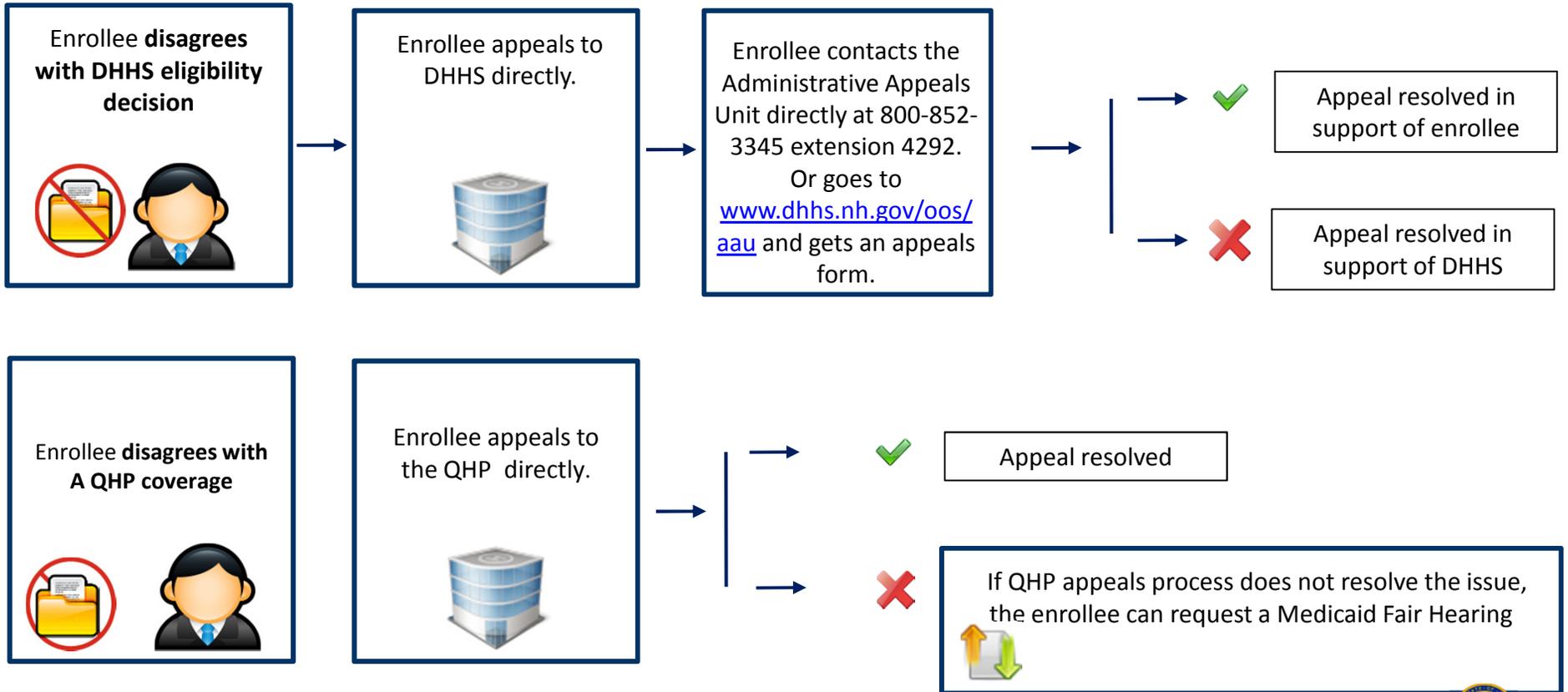
For QHP covered services. Enrollees must use the QHP internal review process first. Enrollees can ask for assistance with this from NHID if they want, but they don't have to. **Enrollees can appeal to DHHS directly about QHP covered services only AFTER they have exhausted all of the steps of the QHP appeals process.**

After Internal Review: Medical Necessity Question. If, after a QHP internal review of a question about whether or not a service was medically necessary, enrollees want to further appeal because their issue is still unresolved, they have to ask for an **external review** process from the NHID. **If the external review process does not resolve the issue, then enrollees can directly appeal to DHHS.**

After Internal Review: Coverage Dispute Question. If, after a QHP internal review of whether or not a covered service was provided, enrollees want to further appeal because their issue is still unresolved, they can either file a grievance with NHID or appeal directly to DHHS.

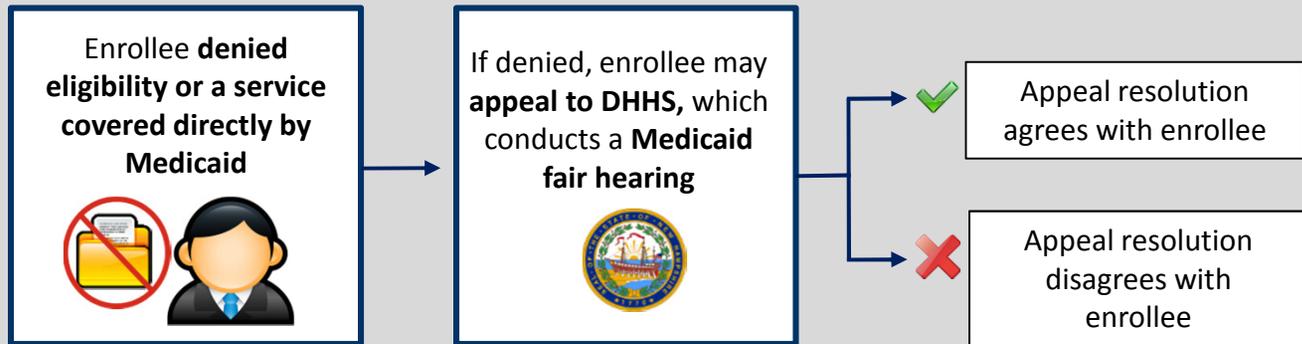
Appeals and the Premium Assistance Program

Enrollees can appeal eligibility decisions made by DHHS and coverage decisions made by QHPs



Appeal of Eligibility or a Wrap Benefit

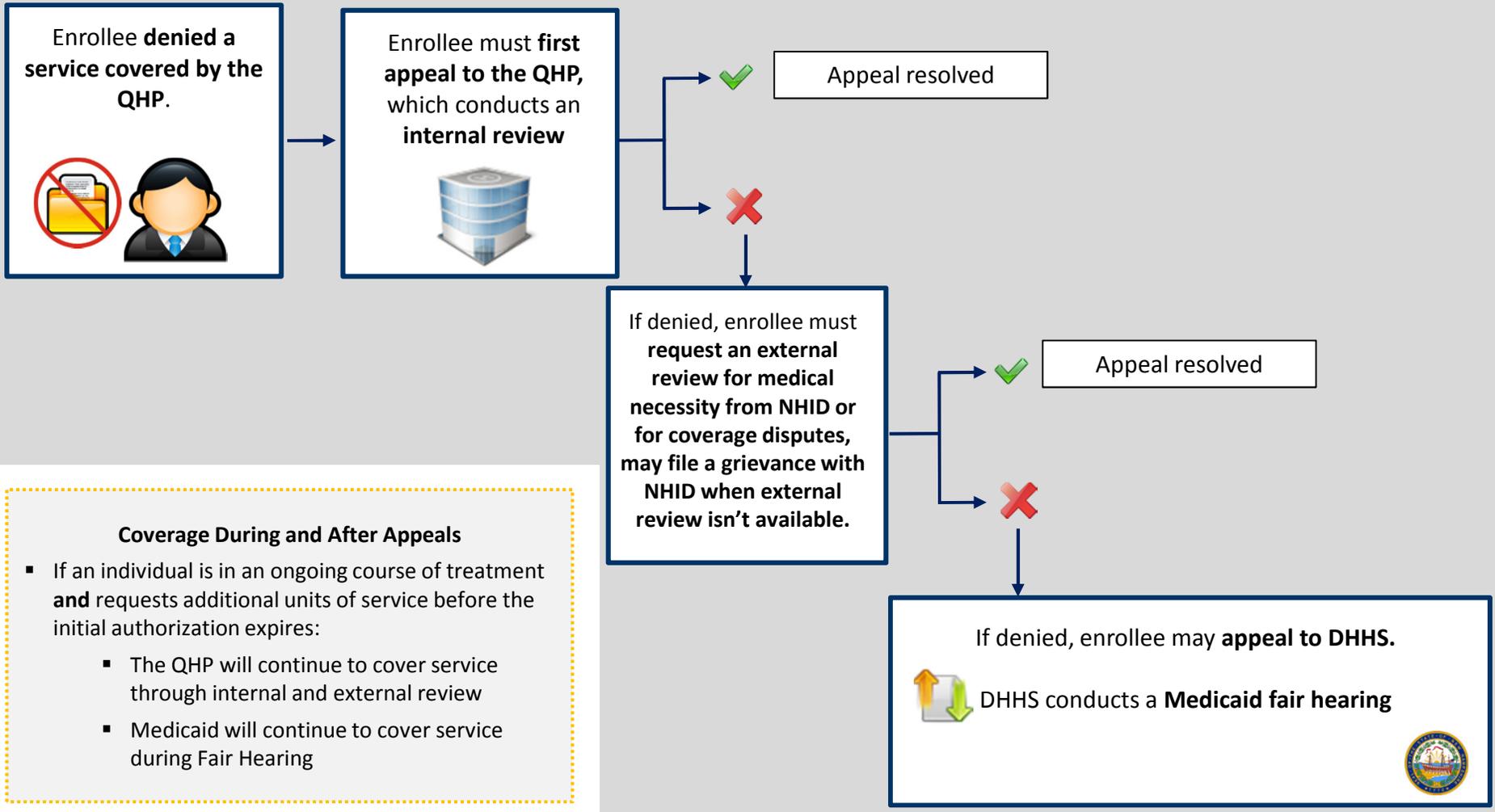
Process for an appeal for eligibility or a wrap benefit provided directly by Medicaid



To ask for an appeal about eligibility or wrap benefits, call the Administrative Appeals Unit directly at 800-852-3345 extension 4292. Or you can go to www.dhhs.nh.gov/oos/aau and get an appeals form. Or you can write your own letter and send it to us at Central Scanning Unit, NH Department of Health and Human Services, P.O. Box 1810, Concord, NH 03301

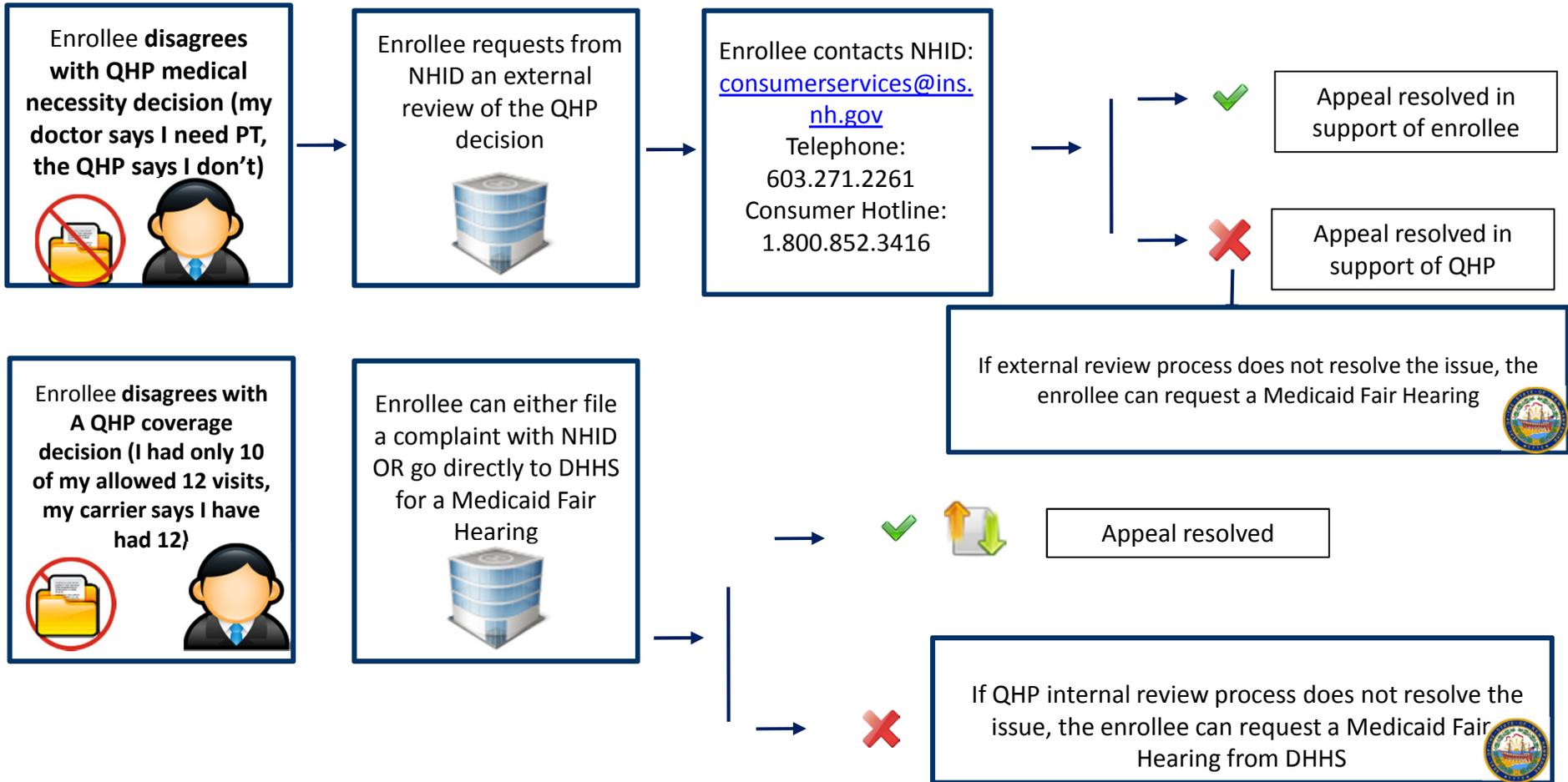
Appeal of QHP-Covered Service

Process for an appeal for a service covered by a QHP



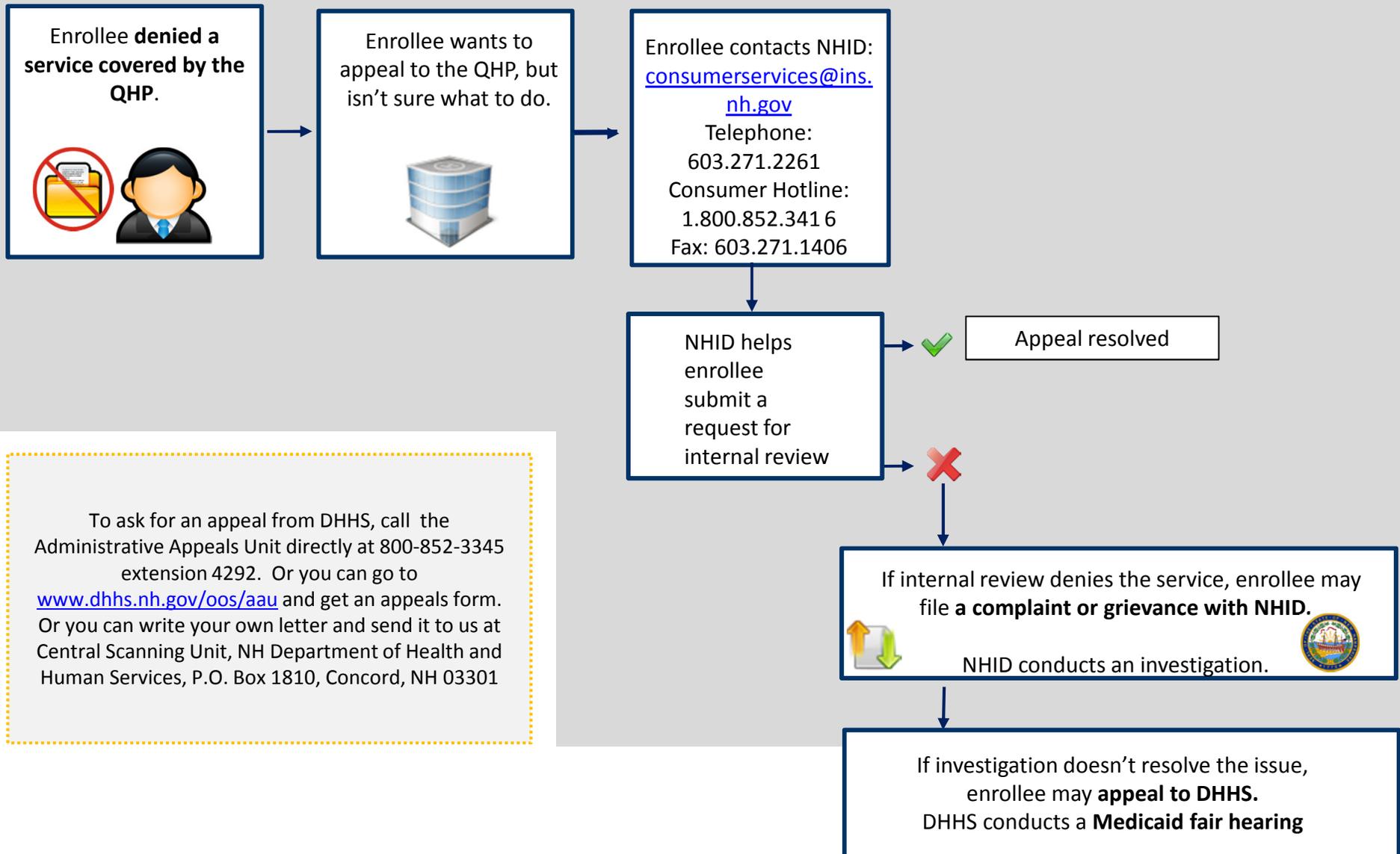
Appeals and the Premium Assistance Program

Enrollees can appeal medical necessity and coverage decisions made by QHPs



Enrollees can get consumer assistance with an appeal of QHP-covered service from NHID

Contact the New Hampshire Insurance Department (NHID)



To ask for an appeal from DHHS, call the Administrative Appeals Unit directly at 800-852-3345 extension 4292. Or you can go to www.dhhs.nh.gov/oos/aau and get an appeals form. Or you can write your own letter and send it to us at Central Scanning Unit, NH Department of Health and Human Services, P.O. Box 1810, Concord, NH 03301