



**THIS LETTER CONTAINS IMPORTANT INFORMATION ABOUT A CHANGE IN  
YOUR RIGHTS WHEN WE MAKE DECISIONS ABOUT YOUR CARE.  
PLEASE READ IT CAREFULLY.**

June 4, 2015

Dear Enrollee:

**WHAT IS THIS LETTER ABOUT?**

Starting **July 1, 2015**, when we make a *care decision* you disagree with, you will be able to request a State fair hearing right away.

This includes when we do not give you care that you request, like when you ask for personal care. It also includes when we stop or reduce your care, like when you already have personal care and we try to stop or reduce the number of hours.

**THE CURRENT APPEAL PROCESS (this will go away soon):**

Right now, there is a two-step process. If you disagree with our care decision, you must first ask us to review our decision on your care. This is called an “internal appeal.” If you ask for an internal appeal, new reviewers evaluate your case, and then tell you in writing whether we think our decision was right.

If you still disagree, you can then ask for a State fair hearing. A State hearing officer will hold a hearing and then decide whether we must give you the care you asked for or want to keep. The State fair hearing decision overrules our decision, but you have to request an internal appeal before you can get a State fair hearing.

**THE NEW APPEAL PROCESS (starting July 1, 2015):**

**You will be able to ask for a State fair hearing right away. You are not required to ask for an internal appeal first.** This change also affects your appeal rights, such as the deadline to ask for a State fair hearing, or how to have your care continue. These changes are very important.

For care decisions **on or after July 1, 2015**, we will begin using new decision notices. These notices will explain your new appeal options in more detail. So if you receive any decision notice about your care, please read it very carefully.

## **HOW TO KEEP YOUR SERVICES DURING THE NEW APPEAL PROCESS:**

Sometimes you can keep your services until you get an appeal decision (this is called “aid-continuing”). You will get aid-continuing IF:

- we decide that your care should be reduced or stopped; AND
- you ask for a State fair hearing by the deadline for aid-continuing.

**IMPORTANT: If you ask for an internal appeal but don’t ask for a State fair hearing, you will not get aid-continuing. The ONLY way to get aid-continuing is if you ask for a State fair hearing before the aid-continuing deadline. We will send you a notice that will tell you what to do to make sure your care stays the same until the fair hearing decision is issued.**

## **WHEN WILL THIS CHANGE HAPPEN?**

This change will happen for every decision we make about your care that is dated on or after July 1, 2015. **This date is very important.**

- ❖ For decisions **before July 1, 2015**, the old rules still apply: you must ask us for an internal appeal before you can get a State fair hearing.
- ❖ For decisions **on or after July 1, 2015**, the new rules apply: you will be able to ask for a State fair hearing right away.

## **QUESTIONS?**

If you have questions about this letter, you can call us at **1-877-395-4282** (TTY users call **1-877-247-6272**).

You can also contact the Independent Consumer Advocacy Network (“ICAN”) to get free, independent advice about this letter. Contact ICAN toll-free at **1-844-614-8800**. (TTY users: call **711** and follow the prompts to dial **844-614-8800**).

ICAN can address your questions about coverage, complaints and appeals’ options, and they can help you manage the appeal process. To find out more about ICAN, visit them online at [www.icannys.org](http://www.icannys.org).

Call us if you have questions. We can arrange for translators for all languages. We have materials available in large print, audio tapes and Braille. We can also arrange services for visually or hearing-impaired members. Call Customer Service at **1-877-395-4282** (TTY **1-877-247-6272**).

Si tiene alguna duda, llámenos. Podemos hacer los arreglos necesarios para obtener traductores de todos los idiomas. Tenemos materiales disponibles en letra de mayor tamaño, grabados en cintas de audio e impresos en sistema Braille. También podemos coordinar servicios para miembros con discapacidad visual o auditiva. Llame a Servicio al Cliente al **1-877-395-4282** (TTY/TDD **1-877-247-6272**).

Позвоните нам, если у Вас возникли вопросы. Мы можем предоставить Вам переводчика на все языки. У нас в наличии имеются материалы, распечатанные крупным шрифтом, записанные на аудиокассетах и отпечатанные шрифтом Брайля. Мы также предоставляем услуги для участников с нарушениями зрения или слуха. Позвоните в Отдел обслуживания клиентов по телефону **1-877-395-4282** (TTY/TDD **1-877-247-6272**).

您如果有任何问题请随时与我们联系。我们可以给您安排各种语言翻译员。我们会为您提供大号字幕，录音带，盲文等材料。我们还可以为有视觉，听觉困难的顾客安排服务。请致电联系客户服务，号码**1-877-395-4282** (TTY/TDD **1-877-247-6272**)。