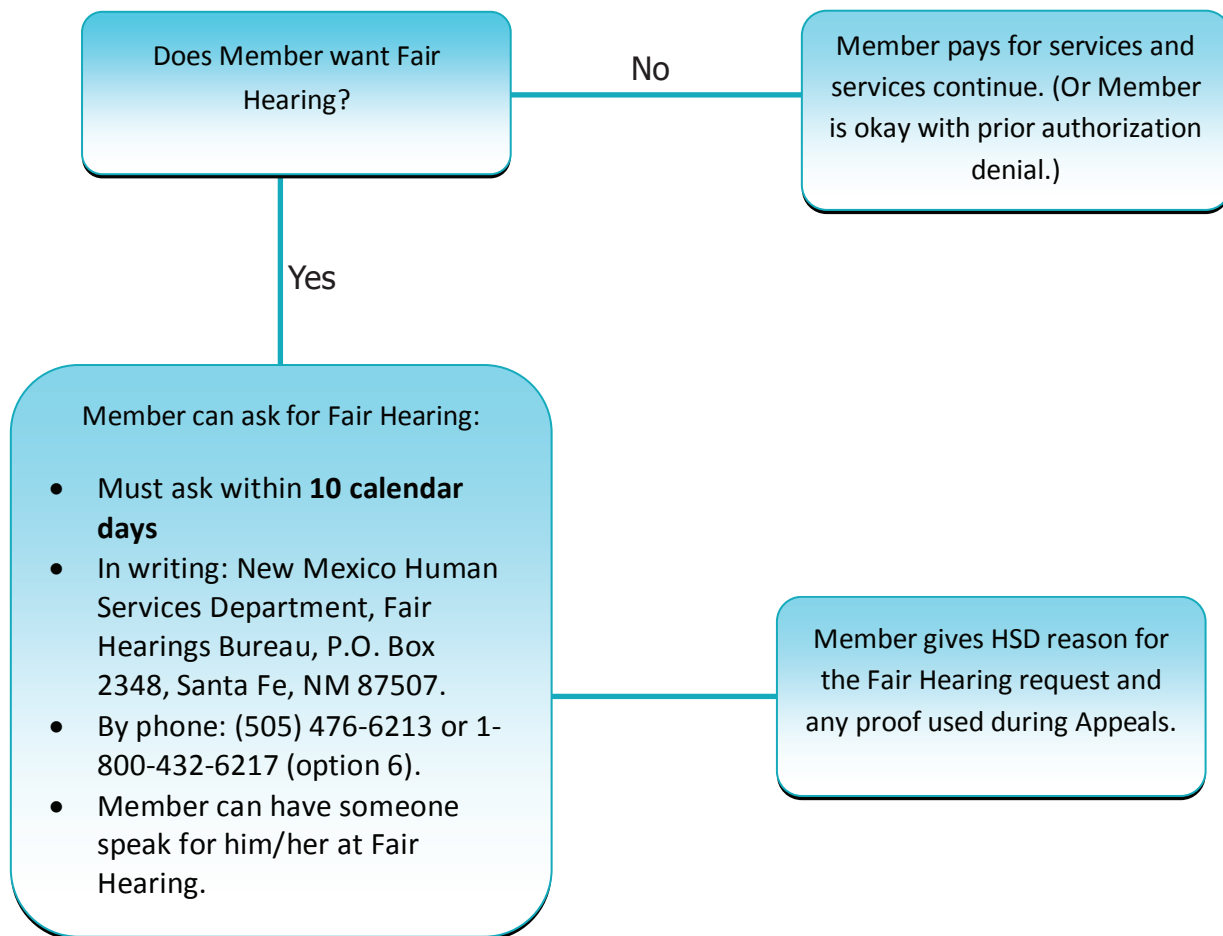




Fair Hearing Process

What is a Fair Hearing?

- **The Member may ask for a Fair Hearing only after going through the entire MCO Appeals Process.**
- An Appeal that involves the Human Services Department (HSD).
- The Member must ask for a Fair Hearing within **30 calendar days** of getting the Managed Care Organization’s (MCO) letter telling the Member that the Appeal was not settled in the Member’s favor.

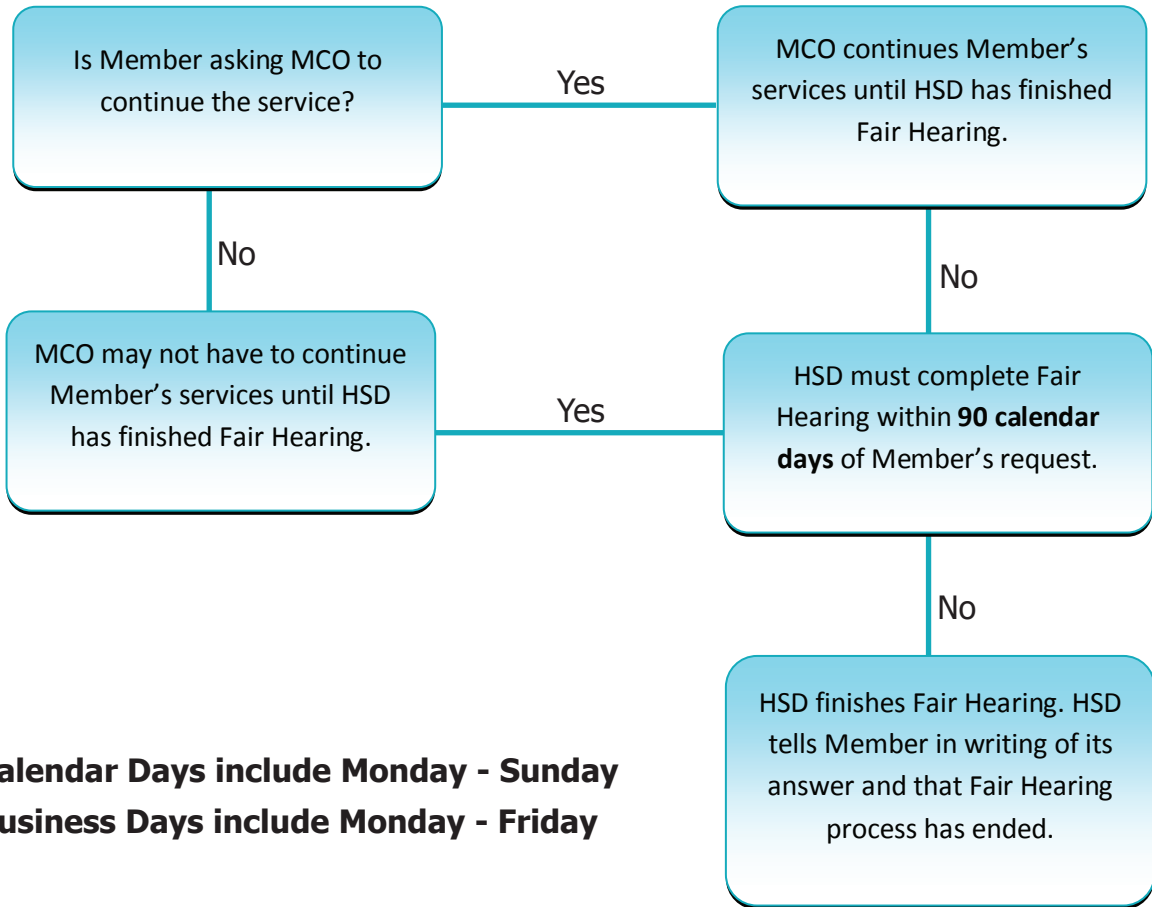


* **Calendar Days include Monday - Sunday**

* **Business Days include Monday - Friday**



Fair Hearing Process (continued)



- * **Calendar Days include Monday - Sunday**
- * **Business Days include Monday - Friday**



Fair Hearing Process (continued)

Timeline for the Fair Hearing process

0 to 30 calendar days Appeal is finished	0 to 90 calendar days after Member asks for Fair Hearing	0 to 13 calendar days after Appeal is finished
Member asks HSD for Fair Hearing.	HSD finishes Fair Hearing and sends Member a letter with the result.	Member asks for Fair Hearing in this time frame if Member wants to keep getting the service from MCO.

- * **Calendar Days include Monday - Sunday**
- * **Business Days include Monday - Friday**

Fair Hearing process checklist for Members

- Ask HSD for a Fair Hearing if the Appeal is not resolved in your favor.
 - Find a friend, relative, or lawyer to speak on your behalf if you are not able to speak for yourself. Be sure to provide an Authorized Representation Letter. (FOR EXAMPLE **CLICK HERE.**)
- Give HSD the reason for the Fair Hearing and any proof used during the Appeal process.
- The MCO will send you a letter telling you how to ask for a Fair Hearing. You can also find this information in your Member Handbook and on the New Mexico Independent Consumer Support System (NMIcSS) website at www.nmicss.com.
- Call the MCO’s customer service number for help at any point during this process.