



New Mexico
Independent
Consumer
Support System

Check List for Grievance Process/Appeals/Fair Hearings

Grievance process checklist for Members

- Call the MCO's customer service number with questions or for help to start the grievance process.
- You can also file your Grievance in writing or by email with the MCO.

Appeals process checklist for Members

- You **MUST** ask the MCO to **continue** to provide **existing** benefits or services that were denied. You must file an Appeal within **13 calendar days** of getting notice of the denial.
- Find a friend, relative, or lawyer to speak for you if you can't speak for yourself. Be sure you ask your MCO for a Permission for Release of Information (PRI).
- File your Appeal.
 - The MCO's denial letter will tell you how to file. You can also find this information in your Member Handbook.
- Ask the MCO for an expedited (quick) Appeal if you think your health may be seriously harmed by waiting for the normal **30 calendar day** time limit.
- Gather any proof you might need for the Appeal.
 - Specific to the denial letter.
 - This includes medical records.
- If you want, ask the MCO for a Level II Appeal if the first Appeal (Level I) is not answered in your favor.

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.

* **Calendar Days include Monday - Sunday**

* **Business Days include Monday - Friday**

www.nmicss.com