



myamergroup.com

TEMPORARY CHANGES TO AMERIGROUP APPEAL PROCESS TIME FRAMES

UPDATE: In response to the COVID-19 public health emergency, the appeal process has been temporarily revised.

APPEAL REQUESTS BY PHONE

Any Amerigroup member can request an appeal by phone. You will not have to submit a written request for your appeal. This was a COVID-19 change but is now permanent.

APPEAL REQUEST TIME FRAME – before April 1, 2023

The time frame for any Amerigroup member to file an appeal was changed from 60 calendar days to 90 calendar days. Any Amerigroup member that gets a notice of denial or change of services can file an appeal within 90 calendar days of the date on the denial notice. (A denial notice is a letter saying we won't pay for a service.) This time frame applies for denial letters dated on or before March 31, 2023.

APPEAL REQUEST TIME FRAME – April 1, 2023 and after

The time frame for any Amerigroup member to file an appeal will return to 60 calendar days. This time frame is for denial letters dated on or after April 1, 2023. Any Amerigroup member that gets a notice of denial or change of services must file an appeal within 60 calendar days of the date on the notice.

STATE FAIR HEARING REQUEST TIME FRAME

Amerigroup members that get an appeal decision that upholds a denial or change of services have an additional 30 calendar days to request a State Fair Hearing. This is in addition to the initial 120 calendar days allowed.

The total time period to submit the State Fair Hearing request is 150 calendar days from the date of the appeal decision letter. This applies until the State of Texas ends the extra time period.

STATE FAIR HEARING DECISION TIME FRAME

The Texas Health and Human Services Commission (HHSC) has 120 calendar days to make a State Fair Hearing decision from the date HHSC gets the request. This is instead of the 90-calendar day time frame. This change applies until the State of Texas ends the extended time period.

Do you have questions? We're just a call away.

We're glad you're our member. We want you to understand your benefits. Call Member Services toll-free at **800-600-4441 (TTY 711)** Monday through Friday from 7 a.m. to 6 p.m. Central time, or **844-756-4600 (TTY 711)** for STAR Kids members, Monday through Friday from 8 a.m. to 6 p.m. Central time.