

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.

STATE FAIR HEARING REQUEST TIME FRAME

Amerigroup members that get an appeal request decision that upholds a denial, change or reduction of services have an additional 30 calendar days in addition to the initial 120 calendar days allowed to request a State Fair Hearing. The total time period to submit the State Fair Hearing request will be 150 calendar days from the date of the appeal decision letter. This applies to members when the 120-day time period is ending in April 2020 or as later extended by the state of Texas.

Any Amerigroup member whose 120-calendar day deadline to ask for a state fair hearing is going to expire in April 2020 is now allowed up to an additional 30 calendar days to ask for a State Fair Hearing (i.e. initial 120-calendar day time frame plus an additional 30 calendar days, for a total of 150 calendar days).

STATE FAIR HEARING CONTINUATION OF BENEFIT TIME FRAME

Any Amerigroup member that gets an appeal request decision that upholds a denial, change or reduction of services now has 30 calendar days from when we sent the appeal decision letter to request continuation of benefits with a State Fair Hearing request.

STATE FAIR HEARING DETERMINATION TIME FRAME

The Texas Health and Human Services Commission (HHSC) has 120 calendar days to make a fair hearing determination from the date HHSC gets the request instead of the 90-calendar day time frame.

APPEAL REQUESTS BY TELEPHONE

Any Amerigroup member can request an appeal by telephone through April 30, 2020 or as later extended by the state of Texas. You will not have to submit a written request for your appeal.

APPEAL REQUEST TIME FRAMES

The time frame for any Amerigroup member to file an appeal has changed from 60 calendar days to 90 calendar days. Any Amerigroup member that gets a notice of denial, change or reduction of services can now file an appeal within 90 calendar days of the date on the denial notice (letter saying we won't pay for a service). This time frame applies to decisions effective on or before April 30, 2020 or as later extended by the state of Texas.

APPEAL CONTINUATION OF BENEFITS TIME FRAME

Any Amerigroup member that gets a denial, change or reduction of services decision now has 30 calendar days from when we sent the decision letter to request continuation of benefits

with an appeal. This time frame applies to decisions effective on or before April 30, 2020 or as later extended by the state of Texas.

APPEAL RESOLUTION TIMEFRAME

Any Amerigroup member that asks for a standard appeal will get a letter from us with the answer to their appeal. The time frame for any Amerigroup member to be sent this letter has changed from 30 calendar days to 60 calendar days for a standard appeal from the date we receive the request. This time frame applies if the 30-day time period for the appeal request decision is due on or before April 30, 2020 or as later extended by the state of Texas.

Have questions? We're just a call away.

We're glad you're our member and want you to understand your benefits. Call Member Services toll-free at 1-800-600-4441 (TTY 711) Monday through Friday from 7 a.m. to 6 p.m. Central time, or 1-844-756-4600 for STAR Kids (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. Central time.