

Filing an Appeal is your second step.

If you disagree with CenterPoint's Reconsideration decision, you can submit an Appeal to the North Carolina Office of Administrative Hearings. This Appeal must be filed within 30 days from the date of the Reconsideration decision.

During the Appeals process:

- You will be offered the opportunity to have your case *mediated*. Mediation is an attempt to settle your concern through informal discussion. If you accept mediation, it must be completed within 25 days of your request.
- If you either decline mediation, or mediation is unsuccessful, your Appeal will proceed to a hearing. You may represent yourself in this process, or you may retain an attorney.
- The NC Department of Health and Human Services will review the judge's recommendation and make a final decision.
- If you disagree with the final decision, you may retain an attorney and appeal your case in Superior Court.
- If the final decision is not in your favor, CenterPoint can recover from you the costs of the services provided during the appeal process.



People In Partnership Making a Difference

Contact

To file an Appeal, call:
1-888-581-9988

Mailing address:
4045 University Parkway
Winston-Salem, NC 27106

Website: www.cphs.org
Email: cphs@cphs.org



Visit our website
by scanning
with a smartphone



A Guide to the Appeals Process

*What to do if Medicaid services are denied,
reduced, suspended or terminated*



Forsyth, Stokes, Davie & Rockingham Counties

Requesting a Reconsideration is your first step.

If your service treatment has been reduced, suspended or terminated, you or your provider can request a Reconsideration within 30 days from the date of notification. Instructions on how to request a Reconsideration will be provided to you in your notification letter.

During Reconsideration, you:

- Can represent yourself or choose someone else to represent you
- Have the right to review any information that was considered in denying, reducing, suspending or terminating your service
- Can submit additional information that supports the level of service requested
- Can request an expedited Reconsideration if your health or safety is in jeopardy (notification within 72 hours)



We are here to help!

CenterPoint wants you to receive the best care possible. We work closely with our providers to see to it that your needs are met. However, there could be times when CenterPoint finds it necessary to deny, reduce, suspend or terminate a service. We want you to understand why these decisions could be made and what you can do if they occur. Below is a list of common questions and answers to help you:

Q: Why would my initial service request be denied?

A: A request for service could be denied if the requirements for that service have not been met.

Q: How will I know if my initial service request is denied?

A: You will receive a letter from CenterPoint by US Mail explaining the decision.

Q: Is there anything I can do to change the denial decision?

A: You can request a "Reconsideration." The steps for asking for a Reconsideration are listed in this brochure and in your letter of denial from CenterPoint. It is important to know that services will not be authorized while you are requesting Reconsideration.

Q: If my initial request for a service is denied, can I receive the service during the Reconsideration?

A: No.

Q: Why has my service been reduced, suspended or terminated?

A: These decisions could occur if the clinical information presented in the service request does not meet service definition guidelines for treatment or does not support the level of intensity requested.

Q: How will I know if my service has been reduced, suspended or terminated?

A: You will receive a certified letter from CenterPoint explaining the decision dated at least ten (10) days before the change occurs.

Q: Is there anything I can do to change the decision to reduce, suspend or terminate my services?

A: You can request a "reconsideration" within 30 days of the date of the letter you received. The steps for asking for a Reconsideration are listed in this brochure and in your letter of denial from CenterPoint.

Q: If my services are reduced, suspended or terminated, can I still receive services during the Reconsideration?

A: Services can continue if your service authorization has not expired AND if we receive your written request for a Reconsideration within ten (10) days of the date of your letter from CenterPoint. The form MUST state that you are choosing to continue your services during the Reconsideration process. *NOTE: If the final decision is to uphold CenterPoint's action, you may be liable for the cost of any continued services (according to federal law).*

Questions about enrollee rights?

NC Office of
Administrative Hearings:
919-431-3000

CenterPoint
Consumer Affairs:
1-888-581-9988

To locate a Legal Aid/Legal
Services office near you call:
919-856-2564

Division of MH/DD/SA Services Customer
Services & Community Rights Team:
919-715-3197