



PacificSource Community Solutions
PO Box 5729, Bend, OR 97708-5729
800.431.4135 Central Oregon
855.204.2965 Columbia Gorge
CommunitySolutions.PacificSource.com

*Si usted necesita servicios de intérprete por favor llame al teléfono (800) 431-4135.
TTY deben llamar al (800) 735-2900.*

You can get this letter in another language, large print, or another way that's best for you. Call toll-free at (800) 431-4135 in Central Oregon or (855) 204-2965 in the Columbia Gorge. TTY users call (800) 735-2900.

MEMBER APPEAL FORM

Member Information

Name _____ ID # _____ Phone _____

Appeal Information

1. Mark the type of appeal you are filing:

- Pre-authorization or pre-approval (service or item hasn't been received yet).
- Claim (service or item has already been received). Date received _____

Reference or Claim number (refer to your **Notice of Action**): _____

2. What is the service or item that was denied? _____

3. Why do you feel the service or item should be covered?

- I am asking for a fast review--waiting up to 14 days for a decision could harm me.
(You have a medical condition which is an immediate, serious threat to your life or health and have been denied a medical service.)
- I am asking to continue getting the benefits appealed while I wait for a decision.
(See back of page for more information about meeting these requirements.)

Member Signature _____ **Date** _____

- ❖ *Members 14 and older for chemical dependency appeals; members 15 and older for all other appeals—you must sign above.*↑
- ❖ *Parents or legal guardians of minors, and legal representatives—sign below.*↓

Name

Relationship to member

Phone

Send This Form To

PacificSource Community Solutions, Grievance & Appeals Department
 PO Box 5729, Bend OR 97708
 Or fax to (541) 322-6424

TO MEET REQUIREMENTS FOR A FAST 3-DAY (72 HOUR) REVIEW:

- The request must be for coverage of services you have not received yet.
- A regular appeal review may take up to 14 calendar days. Waiting for a decision during that time could put your health or life in danger.

If you think that is your situation, you can ask for a fast appeal. If your doctor also thinks you need a fast appeal, he or she should let us know and we will go ahead and process the appeal within 3 days (72 hours) of having received the request.

If you are asking for a fast appeal but your doctor does not tell us you need one, a plan doctor will look at your medical records and decide if we should make a fast decision. If the plan doctor does not think you need a fast appeal, it will be processed within the regular 14 calendar days from the date we received your request.

We will give call you (if possible) to let you know if we are making a fast decision. We will also follow up in writing.

TO MEET REQUIREMENTS FOR CONTINUATION OF BENEFITS WHILE YOU WAIT FOR AN APPEAL DECISION:

- The request must be for a service that *had already been approved* for coverage and *was stopped or reduced*. (For example, PacificSource Community Solutions approved 20 physical therapy visits, and after you had been to 10 visits, the Plan decides not to cover the other 10 visits.)
- The effective dates covered by the original approval must not have expired.
- The services must have been ordered by an authorized provider.

If you meet these requirements and want us to keep covering the service while you wait for an appeal decision, you must ask us to continue it within **10 calendar days of the date on the denial letter** (Notice of Action). You must also file the appeal or hearing request within 45 calendar days of the date on the Notice of Action.

If PacificSource Community Solutions continues to cover the services requested under the above circumstances, we will cover them while waiting for the decision, until one of the following occurs:

- You cancel the appeal;
- The appeal decision is not in your favor;
- The effective dates for the previously approved service expires, or you have used up the number of approved services.

If the decision on the appeal is not in your favor, then PacificSource Community Solutions will ask for the money back on any services that you received while waiting for the decision.

FOR MORE INFORMATION ABOUT THE APPEALS PROCESS:

Please refer to your Member Handbook or call Customer Service at (541) 382-5920, toll-free at (800) 431-4135 or TTY at (800) 735-2900.

Nondiscrimination Statement

PacificSource and network providers must treat you fairly. Our providers and we must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

If You Need Help

If you need help or have a concern, please contact our Customer Service department or our Civil Rights manager toll-free Monday - Friday, 8:00 a.m. - 5:00 p.m. at:

Customer Service Department

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge
- (800) 735-2900 TTY

Civil Rights Manager

- Kristi Kernutt
- (541) 225-1967, (800) 735-2900 TTY
- Email: Kristi.Kernutt@pacificsource.com
- Mail: PO Box 7068
Springfield, OR 97475-0068

To File a Complaint

To file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR):

- Web: www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources
- Email: OCRComplaint@hhs.gov
- Phone: (800) 368-1019
(800) 537-7697 (TDD)
- Mail: OCR
200 Independence Avenue SW
Room 509F, HHH Bldg.
Washington, DC 20201

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 431-4135, (800) 735-2900 TTY.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 431-4135, (800) 735-2900 TTY.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます (800) 431-4135, (800) 735-2900 TTY.まで、お電話にてご連絡ください

العربية (Arabic): ملحوظة: 5314-134-(008), 0092-537-(008) TTY: ه الصم والبكم
بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 431-4135, (800) 735-2900 TTY.

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

ខ្មែរ (Cambodian): ប្រយ័ត្ន: បរិស្ថានជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ (800) 431-4135, (800) 735-2900 TTY.។

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

Farsi (Farsi): توجه: شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی زبان به اگر (800) 431-4135, (800) 735-2900 TTY.

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 431-4135, (800) 735-2900 TTY.