



## Member Grievances & Appeals Quick Reference Guide

<p><b>Timeframes for filing grievances and appeals:</b></p>	<p>There is no time limit on filing a grievance. Appeals must be received within 30 days from the action that is being appealed.</p>
<p><b>Member's right to a State Administrative Hearing:</b></p>	<p>If the member has gone through Kaiser's appeal process and is not happy with the decision we made about the appeal they can ask DHS for an Administrative Hearing by writing to the Administrative Appeals Office (AAO) of DHS. The AAO has to get the letter within 30 days from receiving Kaiser Permanente's decision about the appeal.</p> <p>Members may represent themselves at the hearing or have a lawyer, a relative, a friend or someone else there to speak for them.</p>
<p><b>Assistance available in filing a grievance or an appeal:</b></p>	<p>Call 432-5330 or toll-free at 1-800-651-2237</p>
<p><b>Member's right to have a provider or authorized representative file a grievance and/or an appeal on his or her behalf:</b></p>	<p>A provider or authorized representative may file a grievance or an appeal on behalf of a member with written consent from the member.</p>
<p><b>Member's right to receive benefits during the appeal or hearing process:</b></p>	<p>If Kaiser Permanente decided to reduce, delay or stop anything that was already approved, members have the right to receive benefits during the appeals process or DHS Administrative Hearing process. In order for that to happen the member must file an appeal and ask for benefits to be continued in a timely manner.</p> <p>If Kaiser Permanente or the DHS do not decide in the member's favor, the member will have to pay for the services that were requested to be continued during the appeal process.</p>

*For assistance or additional information, please call 432-5330 or toll-free 1-800-651-2237*