

GRIEVANCE AND APPEAL PROCEDURES

If all or part of a claim is denied, You may appeal. You may also request a review of Our benefit decision. You must request a review in writing. This request must be within 180 days after receiving notice of the denial.

You may send Us written comments. You may also send other items to support Your claim. You may review and receive copies of any non-privileged information that is relevant to Your appeal. There will be no charge for such copies. You may request the names of the experts We may have consulted who provided advice to Us about Your claim. You may also request, at no charge, any clinical rationale and/or specific clinical guidelines relied upon by them for any benefit determinations related to dental necessity.

The appeal review will be conducted by someone other than the person who denied the claim. The new reviewer will not be subordinate to that person. The person conducting the review will not give deference to the initial denial decision. Denials may be based in whole or in part on a medical judgment. This includes determinations with regard to whether a service was considered experimental, investigational, and/or not medically necessary. The person conducting the review will consult with a qualified health care professional.

This health care professional will be someone other than the person who made the original judgment and will not be subordinate to that person. Our review will include any written comments or other items You submit to support Your claim.

If Your appeal is about urgent care, You may call Toll Free at 877-897-4328 and an Expedited Review will be conducted. Verbal notification of Our decision will be made within 72 hours, followed by written notice within 3 calendar days after that.

If Your appeal is about benefit decisions related to experimental or investigational exclusion or limitation, a Standard Consultant Review will be conducted. A written decision will be provided within 14 calendar days of the receipt of the request for appeal and shall set forth the name and professional qualifications (title) of the person(s) reviewing the appeal.

If Your appeal is about benefit decisions related to clinical or medical necessity, a Standard Consultant Review will be conducted. A written decision will be provided within 30 calendar days of the receipt of the request for appeal.

If Your appeal is about benefit decisions related to coverage, a Standard Administrative Review will be conducted. A written decision will be provided within 60 calendar days of the receipt of the request for appeal.

Any request for review concerning this claim should be sent to:

**Quality Control
P.O. Box 82657
Lincoln, NE 68501-2657
877-897-4328 (Toll Free)
Fax 402-309-2579**

You always have the right to contact the Department of Insurance:

**Washington State
Office of the Insurance Commissioner**

**Mailing:
PO Box 40255
Olympia WA 98504-0255**

Or

**Street:
5000 Capitol Blvd. SE
Tumwater, WA 98501**

**(360) 725-7080
800-562-6900**