

GRIEVANCES AND APPEALS

GRIEVANCE PROCESS



If you are unsatisfied with AultCare or your network providers, you are advised to contact AultCare as soon as possible to begin the grievance process. You can contact AultCare about your concern and you will be forwarded to someone who can assist you in the necessary steps to help reach a resolution. You may also mail your grievance to: **Grievance and Appeal Coordinator, PO Box 6029, Canton, OH 44706.**

APPEALS PROCESS



If you disagree with a determination about a specific benefit, you have the right to appeal AultCare's decision and request a review of the determination through the appeals process. The appeal process can be initiated by you and/or your provider or your authorized representative. Your appeal must be submitted within 180 calendar days of the adverse determination and should contain a statement describing the reasons why you feel your claim/services should not have been denied, written comments, documents, records or other information relating to the claim/service.

A full and fair review will be conducted, taking into consideration all of the information received with the appeal. Clinical appeals, or appeals relating to decisions based on medical necessity, are conducted by health professionals. Appeals can be mailed to: **Grievance and Appeal Coordinator, PO Box 6029, Canton, OH 44706.**

AultCare will send you a notification in writing regarding the determination of your appeal based upon the type of appeal. Time frames are as follows:

- » Pre-service appeals will be answered within 15 calendar days of receipt.
- » Post-service appeals will be answered within 30 days of receipt.
- » Urgent/concurrent care appeals will be answered as soon as possible, but not greater than 72 hours of receipt.

You may contact AultCare or refer to your plan documents for more information on how to file an appeal. You can also contact AultCare if you would like a copy of the appeal process specific to your group plan. Please refer to your plan documents and/or letter of denial for additional levels of appeal available to you.

CONTACT US

330-363-6360 | 1-800-344-8858

www.aultcare.com