

Insert Logo Here

If you have trouble reading this notice because the letters are too small or the words are hard to read, please call our office at XXX-XXX-XXXX and someone will help you. If this notice does not tell you what you asked for, what we decided and why, please call us at XXX-XXX-XXXX. This letter is available in other languages and formats if you need it.

Si usted tiene problemas leyendo éste aviso debido a que las letras son muy pequeñas o las palabras son muy difíciles de leer, por favor llame a nuestra oficina al XXX-XXX-XXXX y alguna persona le ayudará. Si éste aviso no le proporciona la información que usted busca o la decisión que tomamos y el por qué, por favor llámenos al número XXX-XXX-XXXX. Esta comunicación está disponible en otros idiomas y formatos si usted lo necesita.

NOTICE OF ACTION

TO:

Date:

FROM:

You or your health care provider have asked that *(RBHA or RBHA Contractor)* pay for *(describe services requested and the reason for the services in easily understood language)*.

OUR DECISION

(Insert action being taken here and date effective if terminating or reducing a current service).

THE REASONS FOR OUR DECISION

Facts About Your Condition or Situation that Support Our Decision

(Insert the reason for the action, which must be complete and in commonly understood language. The explanation must be both member and fact specific, describing the member’s condition and the reasons supporting the RBHA or Contractor decision. If the reason for the denial is a lack of information, the missing information must be identified so the member has an opportunity to provide it.)

Legal Basis for Our Decision

We based our decision on *(insert correct legal citation here)*.

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Copies of Legal Citations can be found at the local library or at www.azahcccs.gov/regulations/lawsregulations.aspx

YOUR RIGHTS IF YOU DISAGREE WITH THIS DECISION

If you are not happy with this decision, you can ask NARBHA to look at the decision again. This is called an appeal. You can appeal by telling NARBHA over the phone or in writing. You must call NARBHA at 800-640-2123 or 928-774-7128 or 877-923-1400 or write them by completing [PM Form 5.3.1, ADHS/DBHS Appeal or SMI Grievance form](#), by *(insert date, no later than 60 calendar days after the date of this Notice)*.

If you are writing your appeal, please send it to NARBHA Grievance and Appeals, 1300 South Yale Street, Flagstaff, AZ 86001.

You can also see your medical records and get other information about your appeal. Before NARBHA makes their decision, you can give them any information that you think will be helpful. You can ask NARBHA to set up a meeting so that you can give them the information in person, or you can give it to them in writing.

After NARBHA reviews your appeal, they will send you their decision in writing within 30 days of the date they received your appeal request.

IF YOU NEED A FASTER DECISION ON YOUR APPEAL

If you or your health care provider believes that your health or ability to function will be harmed unless a decision is made in the next three days, you or your health care provider can ask NARBHA for a fast review by calling them and asking for an expedited appeal. If NARBHA agrees, they will decide your appeal in 3 working days. If NARBHA does not agree a fast review is needed, they will write you within 2 days, and they will also try to call you. Then, they will decide your appeal within 30 days.

GETTING HELP IF YOU WANT TO APPEAL THIS DECISION

You can have someone help you appeal. Your doctor or other health care provider can appeal for you if you write to NARBHA giving them permission.

If you would like legal help with this decision, you can ask for it by contacting the legal aid program in your county listed on the attached sheet. You may also contact the State Protection and Advocacy System, the Arizona Center for Disability Law, at 1-800-922-1447 in Tucson, or 1-800-927-2260 in Phoenix. Persons determined to have a serious mental illness (SMI) may also ask for help by contacting an Advocate at the Office of Human Rights at 1-800-421-2124 or 1-602-364-4585.

TAKING MORE THAN 30 DAYS TO DECIDE YOUR APPEAL

For all appeals, up to 14 more days may be taken to make a decision on your case. This is called an extension. If NARBHA want an extension, they will write you and tell you why it is needed and how it is helpful to you. If you want an extension, you can ask for it

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by writing or calling NARBHA. If an extension is given, a decision in your appeal will be made in 44 days, rather than 30 days.

CONTINUING SERVICES WHILE WE MAKE A DECISION ON YOUR APPEAL (Insert: “This paragraph does not apply to you” if the member has not been receiving the requested service).

If the services you write about in your appeal are already being given to you, but are going to be cut back or stopped, you can ask that the services continue while we make a decision. If you want those services to continue, you must say so when you appeal. Your services will only be continued if you appeal by *(insert date, the later of 10 calendar days from the date of the Notice OR the intended date of the action)*. If you do not win your appeal, you may be responsible for paying for these services provided during the appeal.

If you have any questions about filing an appeal or if you need help, you can call NARBHA at NARBHA Grievance and Appeals 1-800-640-2123, 1-928-774-7128 or 1-877-923-1400.

Sincerely,

(Insert name of Decision Maker)

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ACOM Policy Attachment B: Legal Services Programs that May Be Able to Help You With This Decision

<p>APACHE COUNTY <u>White Mountain Legal Aid</u> a division of Southern Arizona Legal Aid 5658 Highway 260, Ste. 15, Lakeside, AZ 85929 Phone: (928) 537-8383 / 1-800-658-7958</p>	<p>COCHISE COUNTY <u>Southern Arizona Legal Aid</u> 2 Copper Queen Plaza, Upstairs PO Box AL, Bisbee, AZ 85603 Phone: (520) 432-1639 / 1-800-231-7106</p>	<p>COCONINO COUNTY <u>DNA People's Legal Services</u> 201 E Birch Street Flagstaff, AZ 86001 Phone: (928) 774-0653 / 1-800-789-5781</p>
<p>GILA COUNTY <u>White Mountain Legal Aid</u> a division of Southern Arizona Legal Aid 5658 Highway 260, Ste.15 Lakeside, AZ 85929 Phone: (928) 537-8383 / 1-800-658-7958</p>	<p>GRAHAM COUNTY / GREENLEE COUNTY <u>Southern Arizona Legal Aid</u> 2 Copper Queen Plaza, Upstairs PO Box AL, Bisbee, AZ 85603 Phone: (520) 432-1639 / 1-800-231-7106</p>	<p>LA PAZ COUNTY <u>Community Legal Services</u> 201 S. 1st Ave.Yuma, AZ 85364-2250 Phone: (928) 782-7511/ 1-800-424-7962</p>
<p>MARICOPA COUNTY <u>Community Legal Services</u> P.O. Box 21538 Phoenix, AZ 85036-1538 Phone: (602) 258-3434 / 1-800-852-9075 <u>Community Legal Services</u> East Side Office 20 W. First St. Suite 101, Mesa, AZ 85201 Phone: (480) 833-1442 / 1-800-896-3631</p>	<p>MOHAVE COUNTY <u>Community Legal Services</u> 1720 Beverly, Ste. A Kingman, AZ 86409 Phone: 928-681-1177 / 1-800-255-9031</p>	<p>NAVAJO NATION <u>DNA – Chinle Agency Office</u> PO Box 767, Chinle, AZ 86503 Phone: (928) 674-5242 / 1-800-789-7598 <u>DNA – Fort Defiance Agency Office</u> PO Box 306, Window Rock, AZ 86515 Phone: (928) 871-4151 1-800-789-7287</p>
<p>PINAL COUNTY <u>Southern Arizona Legal Aid</u> 766 North Park Ave. Casa Grande, AZ 85222 Phone: (520) 316-8076 / 1-877-718- 8086</p>	<p>NAVAJO COUNTY <u>White Mountain Legal Aid</u> a division of Southern Arizona Legal Aid 5658 Highway 260, Ste. 15 Lakeside, AZ 85929 Phone: (928) 537-8383 / 1-800-658-7958 <u>Native American Disability Law Center</u> Farmington Office 3535 E. 30th St., Ste. 201 Farmington, NM 87402 Phone: 505-566-5880 / 1-800-862-7271 Gallup Office 207 S. Second St., Gallup, NM 87301 Phone: 505-863-7455 / 877-283-3208</p>	<p><u>DNA – Hopi Legal Services</u> PO Box 558, Keams Canyon, AZ 86034 Phone: (928) 738-2251 / 1-800-789-9586 <u>DNA – Tuba City Agency Office</u> PO Box 765, Tuba City, AZ 86045 Phone: (928) 283-5265 / 1-800-789-8919 Fax: (928) 283-5460 <u>Native American Disability Law Center</u> Farmington Office 3535 E. 30th St., Ste. 201 Farmington, NM 87410 Phone: 505-566-5880 / 1-800-862-7271 Gallup Office 207 S. Second St., Gallup, NM 87301 Phone: 505-863-7455 / 877-283-3208</p>
<p>PIMA COUNTY <u>Southern Arizona Legal Aid (SALA)</u> Southern Arizona Legal Aid, Inc. Continental Building 2343 E. Broadway Blvd., Ste. 200 Tucson, AZ 85719-6007 <u>Tohono O'odham Legal Services</u> a division of Southern Arizona Legal Aid P.O. Box 597, Sells, AZ 85634-0597 Phone: (520) 383-2420 / 1-800-398-0772</p>	<p>WHITE MOUNTAIN APACHE TRIBE <u>White Mountain Apache Legal Aid</u> a division of Southern Arizona Legal Aid 116 East Oak St. or PO Box 1030 Whiteriver, AZ 85941 Phone: (928) 338-4845 / 1-866-312-2291</p>	
<p>SANTA CRUZ COUNTY <u>Southern Arizona Legal Aid</u> 1071 N. Grand Ave., Suite 110 Nogales, AZ 85621 Phone: (520) 287-9441</p>	<p>YAVAPAI COUNTY <u>Community Legal Services</u> 401 N. Mt. Vernon Prescott, AZ 86301 Phone: (928) 445-9240 / 1-800-233-5114</p>	<p>STATEWIDE <u>Arizona Center for Disability Law</u> 3839 N 3rd Street, Suite 209, Phoenix, AZ 85012 Phone: (602) 274-6287/ 1-800-927-2260</p>

General Legal Information about Your Rights & Website for Each Legal Aid Office: www.azlawhelp.org

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