



# STANDARD PROTOCOL

## Coordination of Appeal Protocol

<b>Section: PR</b>	<b>Protocol Number: 05a</b>
<b>Protocol Name: Coordination of Appeal Protocol</b>	<b>Dept. Owner: Compliance</b>
<b>05 – PR - Appeals</b>	
<b>Date Adopted: 07/20/17</b>	<b>Last Review/Revision Date: 11/19/2018</b>

**Purpose:** To ensure a standardized process is followed when an appeal is received.

### Protocol:

1. MSW or RNCC will email a copy of the Notice of Non-Coverage letter and an explanation of appeal request received to the Compliance and Privacy Specialist when there is notification of an appeal request.
2. MSW or RNCC will document appeal request in TruChart and clarify if it is an oral or written appeal request.
3. Compliance and Privacy Specialist will request all pertinent documents from IDT including records from TruChart, allocation tools, peer review records, and any other additional documentation pertaining to the denial.
4. Compliance and Privacy Specialist will notify the Executive Assistant via email to set up an appeal committee conference call.
5. The Compliance and Privacy Specialist will create an appeal packet including:
  - a. Cover letter
  - b. Face sheet (includes alerts, current medications, current orders, current diagnoses),
  - c. Life plan
  - d. Summary of case/events prior to request/denial
  - e. All documents obtained from IDT
  - f. Notice of Non-coverage
  - g. Any written material from the participant/caregiver supporting the appeal request.
6. The Compliance and Privacy Specialist will send scanned packet to the Executive Assistant to forward to the appeals committee.
7. The Compliance and Privacy Specialist will initiate the conference call and request a lead spokesperson. The Compliance and Privacy Specialist will only speak or answer direct questions as requested by the committee.

8. The Compliance and Privacy Specialist will take notes on the Appeal Committee Form.
9. The Compliance and Privacy Specialist will summarize the findings and outcome at the end of the call.
10. The Compliance and Privacy Specialist will email the Appeal Committee Form to all committee members for signature.
11. The Compliance and Privacy Specialist will notify IDT, Center Manager, and Director via email of appeal outcome.
12. The Compliance and Privacy Specialist will contact the person who requested the appeal to give oral notification of outcome and document the contact in TruChart.
13. The Compliance and Privacy Specialist will generate the Appeal Decision Letter and forward to the Executive Assistant to be mailed. This will be documented in TruChart.
14. The Compliance and Privacy Specialist will email the State and CMS administering agency with the appeal decision, at the same time the decision is made, if the Appeal Committee's determination is wholly or partially adverse to the participant.
15. The Executive Assistant will mail letter certified requesting receipt signature.
16. The Compliance and Privacy Specialist will complete the Appeal Universe and document the appeal within the TruChart QI Events.
17. The Compliance and Privacy Specialist will scan all the signed Appeal Committee Forms into the shared drive and upload into TruChart.

**Attachment: None**

**Reviewed and Approved by:**

Review Date	Reviewed By	Review Date	Reviewed By
07/20/2017	C. Meyer		
10/5/2018	M. Bozell		

*Alexandria Lueth*

12/06/2018

Signature

Executive Director

Date