

## **APPEAL RIGHTS**

An **appeal** is defined (URAC) as a formal request for review of a PsycHealth decision, including cases where services have been reduced or not certified.

All appeals must be conducted by a Medical Director/Physician Advisor who was not party to the decision in question.

There are two levels of appeal available for request. With the exception of Medicare, a first level appeal can be obtained through PsycHealth, Ltd. The first level appeal may qualify as standard or expedited.

An expedited appeal is reserved for those cases which must be addressed immediately as services are to be scheduled or in progress.

The right to a second level appeal can be requested through the Health Care Organization in those cases which were not overturned during the first level appeal process. A second level appeal is never expedited and is always considered a standard level appeal.

### **To Request a Formal Appeal of a Utilization Management Denial:**

**Call 800-753-5456 to notify the Appeals Department and receive additional direction**

**Or, send your written request with supporting documentation to be considered to:**

**PsycHealth, Ltd.  
Appeal Department  
P.O. Box 5312  
Evanston, IL 60204-5312**