**Appeal Decision Notice: Medicare-Medicaid Overlap Services**

If you speak Spanish, language assistance services, free of charge, are available to you. Call [*insert Member Services toll-free phone and TTY/TDD numbers, and days and hours of operation*]. The call is free. [*This disclaimer must be included in Spanish.*]

You can get this document for free in other formats, such as large print, braille, or audio. Call <toll-free phone and TTY/TDD numbers>, <days and hours of operation>. The call is free.

Date:

Enrollee’s name: Enrollee ID Number:

This notice tells you about the appeal request you sent to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [health plan] (Medicare-Medicaid Plan). After looking at the facts in your case, we determined that our first decision to deny coverage and/or payment for the service was right.

**WHAT HAPPENS NEXT?**

When the service is a Medicare service, we are required to send all cases where we have not changed our decision to an independent review entity. MAXIMUS Federal Services, Inc. (MAXIMUS) is the Independent Review Entity (IRE) that Medicare uses to review cases to make sure we made the right decision.

Your appeal has been sent to MAXIMUS. You have the right to submit additional information that may be important to the review of your appeal. MAXIMUS will contact you soon to let you know where to send any additional information and about other rights you may have.

You also have the right to get a copy of the case file that we are sending to MAXIMUS. Please call us at (\_\_\_)\_\_\_\_\_\_\_\_ or TDD/TTY at (\_\_\_)\_\_\_\_\_\_\_\_ if you want to get a copy of your case file.

Once MAXIMUS makes its decision, it will send you a letter telling you its decision. If MAXIMUS agrees with our decision and says No to part or all of what you asked for, we will send you another letter with your other appeal options. You may be able to appeal to the State Fair Hearing, and/or an Administrative Law Judge (ALJ) Hearing which will be held with an ALJ or an attorney adjudicator, after the IRE’s review.

**NEED MORE HELP?**

You can also contact the Illinois Home Care Ombudsman (HCO) Program for help or more information. A HCO is an advocate that can talk with you about the State Fair Hearing and what to expect during the hearing process. HCO program is independent and the services are free. Here are ways that you can get help from a HCO:

* Call 1-800-252-8966 (TTY: 1-888-206-1327). Hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.
* Email Aging.HCOProgram@illinois.gov

[*Plans must include all applicable disclaimers as required in the Medicare Communications and Marketing Guidelines and State-specific Marketing Guidance.*]

[*Plans are subject to the notice requirements under Section 1557 of the Affordable Care Act. For more information, refer to* [*https://www.hhs.gov/civil-rights/for-individuals/section-1557*](https://www.hhs.gov/civil-rights/for-individuals/section-1557)*.*]