

If you have any questions,
please call Member Services
toll-free at **1-800-256-6533**,
TTY **711**, 8 a.m.–8 p.m.,
Monday–Friday.

Re: HHSC Policy Flexibility for Member Appeals Is Ending March 31

In January 2020, the federal government declared a public health emergency (PHE) in response to COVID-19. Under the PHE, the Texas Health and Human Services Commission (HHSC) has provided certain flexibilities, including allowing managed care members more time to request an appeal. Instead of the required 60 days, members were given 90 days to request an appeal during the PHE.

HHSC will be ending this flexibility on March 31, 2023.

Starting April 1, 2023, if you receive an “Adverse Benefit Determination” notice and want to appeal it, you must file your appeal within 60 days of the date the notice is mailed. Appeals filed past this deadline may not be reviewed.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 8 a.m.–8 p.m., Monday–Friday.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

XINLU'UY: Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

Si tiene alguna pregunta, por favor llame a Servicios para Miembros llamada gratuita al **1-800-256-6533, TTY 711**, 8 a.m.–8 p.m., de lunes a viernes.

Re: La póliza de flexibilidad de HHSC para las apelaciones de los miembros finaliza el 31 de marzo

En enero de 2020, el gobierno federal declaró una emergencia de salud pública (PHE) en respuesta a COVID-19. Bajo el PHE, la Comisión de Salud y Servicios Humanos de Texas (HHSC) ha proporcionado ciertas flexibilidades, incluyendo permitir a los miembros de atención administrada más tiempo para solicitar una apelación. En lugar de los 60 días requeridos, a los miembros se les dio 90 días para solicitar una apelación durante el PHE.

HHSC pondrá fin a esta flexibilidad el 31 de marzo de 2023.

A partir del 1 de abril de 2023, si recibe un aviso de “Determinación adversa de beneficios” y desea apelar, debe presentar su apelación dentro de los 60 días posteriores a la fecha en que se envía el aviso. Las apelaciones presentadas después de esta fecha límite no pueden ser revisadas.

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