

Grievances, Appeals, and Fair Hearings

Amerigroup District of Columbia, Inc. and the District government both have ways that you can complain about the care you get or the services Amerigroup DC provides to you. You may complain as described below.

Grievances

- If you are unhappy with something that happened to you, you can file a grievance. Examples of why you might file a grievance include the following:
 - You feel you were not treated with respect.
 - You are not satisfied with the healthcare you got.
 - It took too long to get an appointment.
- To file a grievance, you should call Enrollee Services at **800-600-4441 (TTY 711)**.
- Your doctor can also file a grievance for you.

You can file a grievance at any time after the thing you are unhappy about. Amerigroup DC will usually give you a decision within 90 calendar days but may ask for extra time (but at most 104 calendar days total) to give a decision.

To file a grievance in writing with Amerigroup DC, mail to Centralized Appeals Processing | Amerigroup District of Columbia, Inc. | P.O. Box 62429 | Virginia Beach, VA 23466-2429.

Appeals

If you believe your benefits were unfairly denied, reduced, delayed, or stopped, you have a right to file an appeal with Amerigroup DC. If you call and give your appeal over the phone, Amerigroup DC will summarize your appeal in a letter and send you a copy. Be sure to read the letter carefully.

Your appeal will be decided by Amerigroup DC within 30 calendar days from the date your appeal was received.

If Amerigroup DC needs more time to get information and the District decides this would be best for you, or if you or your advocate requests more time, Amerigroup DC may increase this time for the decision by 14 calendar days. Amerigroup DC must give you written notice of the extension.

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You will receive written notice of Amerigroup DC's decision about your appeal in the mail. If you are not happy with Amerigroup DC's decision about your appeal, you may request a Fair Hearing.

To file an appeal with Amerigroup DC, call Enrollee Services at **800-600-4441 (TTY 711)**.

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Fair Hearings

If you are not satisfied with the outcome of the appeal you filed with Amerigroup DC, you can request a "Fair Hearing" with the District of Columbia Office of Administrative Hearings.

To file a request for a Fair Hearing, call or write the District government at:

District of Columbia Office of Administrative Hearings
Clerk of the Court
441 Fourth St. NW, Room N450
Washington, DC 20001
Telephone Number: **202-442-9094**

Deadlines:

- You must file an appeal within 60 calendar days from the date of the Adverse Benefit Determination Notice.
- You may request a Fair Hearing no more than 120 calendar days from the date of the Amerigroup DC Resolution of the Appeal Notice.
- If you want to continue receiving the benefit during your Fair Hearing or appeal, you must request the Fair Hearing or appeal within the later of the following:
 - Within 10 calendar days from Amerigroup DC postmark of the Adverse Benefit Determination Notice or the Resolution of Appeal Notice; or
 - The intended effective date of the Amerigroup DC proposed action (or, in other words, when the benefit is to stop).

Your provider may file an appeal or request a Fair Hearing on your behalf.

Expedited (emergency) Grievances and Appeals Process

If your appeal is determined to be an emergency, Amerigroup DC will give you a decision within 72 hours. An appeal is considered an emergency if it would be harmful or painful to you if you had to wait for the standard time frame of the appeal procedure.

All appeals filed by enrollees with HIV/AIDS, mental illness, or any other condition that requires attention right away will be resolved and communicated back to the enrollee within 24 hours of filing the appeal.

Your Rights during the Grievances, Appeals, and Fair Hearings Process

- You have the right to a Fair Hearing. You may request a Fair Hearing from the Office of Administrative Hearings after going through the one-level appeal process with Amerigroup DC. You must request a Fair Hearing no more than 120 calendar days from the Resolution of the Appeal Notice.
- If Amerigroup DC does not give you notice regarding your appeal or does not give you notice on time, then the appeal process will be considered complete, and you may request a Fair Hearing.
- You have a right to keep receiving the benefit we denied while your appeal or Fair Hearing is being reviewed. To keep your benefit during a Fair Hearing, you must request the Fair Hearing within a certain number of days — this could be as short as 10 calendar days.
- You have the right to have someone from Amerigroup DC help you through the grievance and appeals process.
- You have a right to represent yourself or be represented by your family caregiver, lawyer, or another representative.
- You have a right to have accommodations made for any special healthcare need.
- You have a right to adequate TTY/TTD capabilities and services for the visually impaired.
- You have a right to adequate translation services and an interpreter.
- You have a right to see all documents related to the grievance, appeal, or Fair Hearing.

If you have any questions about the grievances and appeals or Fair Hearings process, please call Enrollee Services at **800-600-4441 (TTY 711)**.

If you have not named someone to represent you and want to choose someone now, both you and the person you chose must sign, date, and send us a written statement telling us this is what you want. If you have any questions about naming your representative, or you need help with what to say in your letter, call Enrollee Services at **800-600-4441**; TTY users should call **711**.