

Attachment 23

FILING FOR A FAIR HEARING

Can I ask for a State Fair Hearing?

If you, as a member of El Paso First Health Plans Inc., disagree with our plan's decision, you have the right to ask for a fair hearing. You may name someone to represent you by writing a letter to El Paso First Health Plans, Inc. letting us know the name of the person you want to represent you. A provider may be your representative. You or your representative must ask for the fair hearing within 90 days of the date we send you a letter that tells you of the decision you are challenging. If you do not ask for the fair hearing within 90 days, you may lose your right to a fair hearing. To ask for a fair hearing, you or your representative should either send a letter or call:

El Paso First Health Plans, Inc.
Attention: Complaints and Appeals/Fair Hearing
1145 Westmoreland
El Paso, Texas 79925
915-532-3778 1-877-532-3778

You have the right to keep getting any service that El Paso First Health Plan, Inc denied, at least until the final hearing decision is made, if you ask for a fair hearing by the later of: (1)10 days from the date you get our letter with the decision, or (2) the day El Paso First Health Plan Inc. says your service will be reduced or end. If you do not request a fair hearing by this date, the service we denied will be stopped.

If you ask for a fair hearing, you will get a packet of information letting you know the date, time and location of the hearing. Most fair hearings are held by telephone. At that time, you or your representative can tell why you need the service. HHSC will give you a final decision within 90 days from the date you asked for the hearing.