

## Important Information about Your Appeal Rights

**What if I need help understanding this Explanation of Benefits (“EOB”)/letter?** Contact the Michigan Conference of Teamsters Welfare Fund’s (“MCTWF”) Member Services Call Center at 800-824-3158 if you need assistance understanding this EOB or our decision to deny you a service or coverage.

**What if I don’t agree with this decision?** You have a right to appeal any decision not to provide or pay for an item or service (in whole or in part) within 180 days after receipt of any EOB denying benefits.

**How do I file an appeal?** Complete the *Appeal Filing Form* below and send this document to: MCTWF, 2700 Trumbull Avenue, Detroit, MI 48216, Attention: Appeals Department. See also the “Other resources to help you” section of this form for assistance filing a request for an appeal.

**What if my situation is urgent?** If your situation meets the definition of urgent under the law, your review will generally be conducted within 72 hours of receipt. Generally, an urgent situation is one in which your health may be in serious jeopardy or, in the opinion of your physician, you may experience pain that cannot be adequately controlled while you wait for a decision on your appeal. If you believe your situation is urgent, you may request an expedited appeal by completing the *Appeal Filing Form* below.

**Who may file an appeal?** You or someone you name to act on your behalf (your authorized representative) may file an appeal. You must complete an *Individual Authorization to Release Protected Health Information* naming your authorized representative. The form is

available by contacting MCTWF’s Member Services Call Center or on MCTWF’s website at [www.mctwf.org](http://www.mctwf.org).

**Can I provide additional information about my claim?** Yes, you may submit with your appeal written comments, documents or other information in support of your appeal.

**Can I request copies of information relevant to my claim?** Yes, you may request copies (free of charge). If you think a coding error may have caused this claim to be denied, you have the right to have billing and diagnosis codes sent to you, as well. You can request copies of this information by contacting MCTWF, 2700 Trumbull Avenue, Detroit, MI 48216, Attention: Member Services Department.

**What happens next?** If you appeal, MCTWF’s Trustees will review MCTWF’s initial determination and provide you with a final, internal adverse benefit determination. The Trustees’ determination may be subject to an external review, upon your request, by an independent third party. If you are so entitled, the third party will review the Trustees’ decision and issue a final determination.

**Other resources to help you:** For help about your rights, this notice, or for assistance, you can contact: [the Employee Benefits Security Administration at 1-866-444-EBSA (3272)]. Additionally, a consumer assistance program can help you file your appeal. Contact Office of Financial and Insurance Regulation, HICAP, 611 W. Ottawa Street, Lansing, MI 48933, (877) 999-6442.

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### Appeal Filing Form

Name of Person Filing Appeal: \_\_\_\_\_ Enrollee ID #: \_\_\_\_\_

Circle One:      Covered Person                  Patient                  Authorized Representative

Contact information of person filing appeal (if different from patient):

Address: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_ Email: \_\_\_\_\_

If person filing appeal is other than patient, patient must indicate authorization by signing here:

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Claim Number: \_\_\_\_\_ Are you requesting an urgent appeal?     Yes     No

Briefly describe why you disagree with this decision (you may attach additional information, such as a physician’s letter, bills, medical records, or other documents to support your claim):

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Send this form and your denial notice to: Michigan Conference of Teamsters Welfare Fund, 2700 Trumbull Avenue, Detroit, MI 48216, Attention: Appeals Department.

**Be certain to keep copies of this form, your denial notice, and all documents and correspondence related to this claim.**