

APPEALS

Service Denial

A hospice client who disagrees with the denial of hospice services has the right to request a hearing with the Division of Administrative Law within 30 days of the notice's post mark date. The request for appeal must state the reason for the request. The denial letter must be submitted with the request. The request should be sent directly to the Division of Administrative Law. Information about the appeal process can be found by contacting the Administrative Law Division (see Appendix D) or refer to Chapter 1 of the Louisiana Medicaid provider manual, General Information and Administration. The manual can be accessed on the internet at www.lamedicaid.com.

Claims Payment Denial

If a denial is upheld upon reconsideration and the hospice disagrees with a claims payment decision, the hospice has the right to request a hearing with the Division of Administrative Law within 30 days of the reconsideration decision date. The hospice provider must state the reason for the request. The denial letter must be submitted with the request. The request should be sent directly to the Division of Administrative Law. Information about the appeal process can be found by contacting the Division of Administrative Law (see Appendix D) or refer to Chapter 1 of the Louisiana Medicaid provider manual, General Information and Administration. The manual can be accessed on the internet at www.lamedicaid.com.