

APPEALS

Service Denial

A hospice client who disagrees with the denial of hospice services has the right to request an appeal with the Division of Administrative Law. This request must be post marked no later than 30 days from the date of the denial notice. The request for appeal, stating the reason for the request and the denial letter, should be sent directly to the Division of Administrative Law (DAL). Information about the appeal process can be found by contacting the DAL (see Appendix D of this manual chapter) or refer to Chapter 1 - *General Information and Administration* of the *Medicaid Services Manual*. 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 provider disagrees with a claims payment decision, the hospice provider has the right to request an appeal with the DAL within 30 days of the reconsideration decision date. The request for reconsideration and the denial letter should be submitted directly to the DAL. Information about the appeal process can be found by contacting the DAL (see Appendix D of this manual chapter) or refer to Chapter 1 - *General Information and Administration* of the *Medicaid Services Manual*. The manual can be accessed on the internet at www.lamedicaid.com.