# NOTICE OF ADVERSE BENEFIT DETERMINATION

# About Your Treatment Request

#### Date

## *Beneficiary’s Name* *Treating Provider’s Name*

*Address* *Address*

*City, State Zip* *City, State Zip*

### RE: *Service requested*

Name of requesting provider has asked the County of San Diego Behavioral Health Services (The Plan)to approve payment for the following service, which you already received: Service requested. The Plan has denied your provider’s request for payment.

The reason for the denial is*Using plain language, insert: 1. A clear and concise explanation of the reasons for the decision;* *2. A description of the criteria or guidelines used, including a citation to the specific regulations and authorization procedures that support the action; and 3. The clinical reasons for the decision regarding medical necessity*.

**Please note: this is NOT a bill for the service. You are NOT required to pay for the services you received.**

You may appeal this decision if you think it is incorrect. The enclosed “Your Rights” information notice tells you how. It also tells you where you can get help with your appeal. This also means free legal help. You are encouraged to send with your appeal any information or documents that could help your appeal. The enclosed “Your Rights” information notice provides timelines you must follow when requesting an appeal.

You may ask for free copies of all information used to make this decision. This includes a copy of the guideline, protocol, or criteria that we used to make our decision. To ask for this, contact one of the agencies listed below.

**The Plan can help you with any questions you have about this notice.**

* For help with OUPATIENT services, call the Consumer Center for Health Education and Advocacy (CCHEA) between 9:00 a.m. to 5:00 p.m. at 1-877-734-3258.
* For help with INPATIENT or RESIDENTIAL services, call the JFS Patient Advocacy Program between 8:00 a.m. to 5:00 p.m. at 619-282-1134 or 1-800-479-2233.
* If you have trouble speaking or hearing, please call TTY/TTD number 711, between 8:00 a.m. to 5:00 p.m. for help.

If you need this notice and/or other documents from the Plan in an alternative communication format such

as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact the Access and Crisis Line (ACL) by calling 1-888-724-7240.

If the Plan does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8:00 a.m. to 5:00 p.m. PST, excluding holidays, at 1-888-452-8609.

This notice does not affect any of your other Medi-Cal services.

*Signature Block*

Enclosures: “Your Rights”

 Language Assistance Notice

 Beneficiary Non-Discrimination Notice

*Enclose notice with each letter*