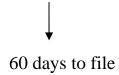
## ENROLLEE EXPEDITED APPEALS PROCESS FOR SPECIAL NEEDS PLANS

## SNP Organization/Initial Determinations

72-hour time limit with a possible 14-calendar-day extension

Initial request for a service that is covered under both programs is denied. SNP sends enrollee a notice explaining the denial and describing the integrated appeals process.

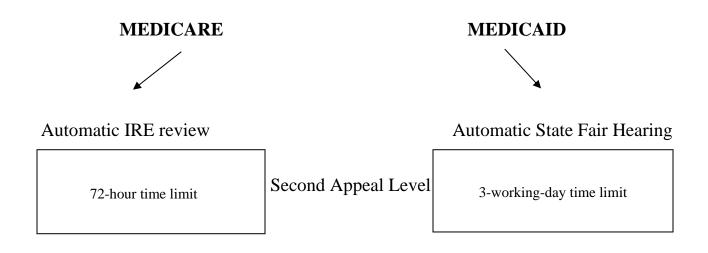


## **SNP** Reconsideration

First Appeal Level

72-hour time limit

Plan sends all fully or partially unfavorable decisions forward



(From this point in the process, revert back to the non-integrated appeals processes because the statute requires enrollees to request an Administrative Law Judge hearing)

