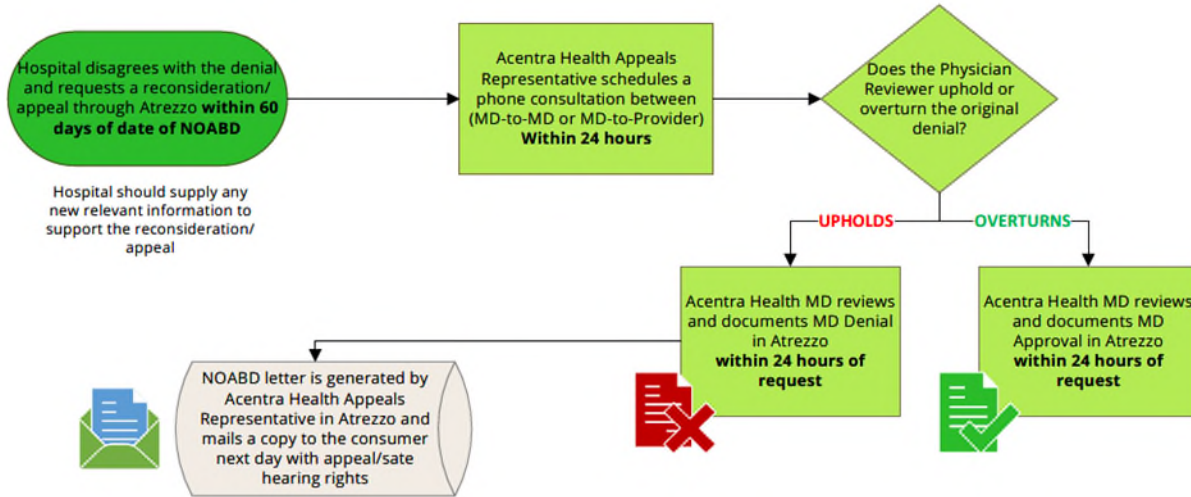


In addition to utilizing our Clinical Phone Line for peer-to-peer consultations and providing additional information for cases, providers can also request MD to MD reviews. MD to MD reviews can be requested at any time. The requesting facility will need to provide the contact information and availability of their physician in order for the MD-to-MD review to be scheduled. Requests can be submitted via the Atrezzo portal or via email (AppealsCA@acentra.com). Utilization of either the Clinical Phone Line or MD to MD reviews does not prevent providers from making use of either service at a later time (or multiple times) for the same case.

Acentra Health has an appeal system in place to handle adverse benefit determinations, expedited appeals, and to track the appeals process (42 C.F.R. §§ 438.228(a), 438.402(a); Cal. Code Regs., tt. 9, § 1850.205; Cal. Code Regs., tt. 9, § 1850.205(b)(1)-(b)(3). Acentra Health only processes the first level of appeals (42 C.F.R. § 438.402(b); 42 C.F.R. § 438.228(a)). An appeal may be submitted within 60 calendar days from the date the NOABD letter is sent (42 C.F.R. § 438.402(c)(2)(ii).) Appeals are to be submitted via the Atrezzo platform. Acentra Health will complete the appeal as expeditiously as possible and within 30 calendar days of receiving the appeal (42 C.F.R. § 438.408(a); 42 C.F.R. § 438.408(b)(2).) If a second level appeal is sought, the hospital or PHF will be responsible for engaging the State for a hearing after a first level appeal determination has been made.

Acentra Health is available to process expedited appeal requests (Cal. Code Regs. Tit. 9, § 1850.208). An expedited appeal is to be requested when the patient's provider has determined that the time for a standard appeal could seriously jeopardize the patient's life, health, or ability to attain, maintain, or regain maximum function (Cal. Code Regs. Tit. 9, § 1850.208(a)). Expedited appeals will be completed and notifications sent out within three business days of receipt of the appeal. The timeframe may be extended up to fourteen calendar days after receipt of request if an extension is requested or if Acentra Health determines that additional information is needed, and the delay is in the patient's best interest. If an extension is initiated by Acentra Health a notice of the extension will be provided (Cal. Code Regs. Tit. 9, § 1850.208(d)). To initiate an expedited appeal, please

submit the appeal via Atrezzo and call or email us at (866) 449-2737 or CAReviews@acentra.com to ensure it is received immediately.



Contact Information:

Jade Rivera, Appeals Specialist, AppealsCA@acentra.com

Liliana Preciado, Utilization Management Review Assistant, AppealsCA@acentra.com

(appeals back-up, in training)

Keshia Ingram, Clinical Manager, Keshia.ingram@acentra.com

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