FLOWCHART FOR APPEALS AND HEARINGS

Clinic asks for approval, or bills for a specific service

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CCO denies the claim or approval request

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CCO mails a denial letter (Notice of Adverse Benefit Determination) to provider and member

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Member asks the CCO for an appeal

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At the appeal, the CCO

- Agrees to pay for the service → Sends Notice of Appeal Resolution to member
- Still denies the service → Sends Notice of Appeal Resolution to member

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Member asks OHA for a hearing

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After the hearing, the administrative law judge

- Agrees with CCO denial → Sends Proposed and Final Order to CCO and member → Service is still denied
- Does not agree with CCO denial → Sends Proposed and Final Order to CCO and member

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CCO pays for the service