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

Member asks the CCO for an **appeal**

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At the appeal, the CCO

Agrees to pay for the service

Still denies the service

Sends Notice of Appeal Resolution to member

Sends Notice of Appeal Resolution to member

Member asks OHA for a **hearing**

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After the hearing, the administrative law judge

Agrees with CCO denial

Does not agree with CCO denial

Sends Proposed and Final Order to CCO and member

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Service is still denied

CCO pays for the service