

You have the right to appeal our decision

You have the right to ask Kaiser Permanente to review our decision by asking for an appeal.

Appeal: Ask Kaiser Permanente for an appeal within 60 days of the date of this notice. We can give you more time if you have a good reason for missing the deadline.

If you want someone else to act for you

You can name a relative, friend, attorney, doctor, or someone else to act as your representative. If you want someone else to act for you, call us at (877) 331-8221 to learn how to name your representative. TTY users call 711. Both you and the person you want to act for you must sign and date a statement confirming this is what you want. You'll need to mail or fax this statement to us.

Important Information About Your Appeal Rights

Standard Appeal - We'll give you a written decision on a standard appeal within 30 days after we get your appeal. Our decision might take longer. If you ask for an expedited appeal, we'll give you a written decision within 60 days. We'll tell you if we're taking extra time and will explain why more time is needed. If your appeal is for payment of a service you've already received, we'll give you a written decision within 60 days.

How to ask for an appeal with Kaiser Permanente

Step 1: Your representative, or your provider must ask us for an appeal. Your written request must include:

- Your name
- Address
- Member number
- Reasons for appealing
- Any evidence you want us to review, such as medical records, doctor's letters, or other information that explains why you need the item or service. Call your doctor if you need this information.

Step 2: Mail fax
C 711 C 1.1. G 1.1. 11.1. C F 1

C 711.1. F 1.1. A 1.1. D 1

C 1.1. G 1.1. 11.1. C F 1 C

4 1/2 C 1.1. G 1.1. 11.1. C F 1 C G 1

Lovely Holly Hands

