



## **UNDERSTANDING THE SECOND LEVEL REVIEW PROCESS**

You have the right to ask the Department of Health and Human Services (DHHS) to hold an internal first level review followed by an external second level review of a decision to delay, deny, reduce, terminate, or suspend your child's Health Choice services. Both reviews must be completed within 90 calendar days of the date of receipt of the internal first level review request.

If your child's physician determines that the standard 90-day time frame could seriously jeopardize your child's life or health or ability to attain, maintain, or regain maximum function, you may request that the reviews be completed within an expedited time frame. Each level of expedited review must be completed within 72 hours unless you request additional time (no more than 14 days may be allowed).

If you wish to request an external second level review, complete this form and mail or fax it to:

DHHS Hearing Office  
2501 Mail Service Center  
Raleigh, North Carolina 27699-2501  
FAX: (919) 733-6608

**Your request for an external second level review must be received 15 days from the date of the internal first level review decision.**

The external second level review is held by the DHHS Hearing Office. You may review the Health Choice case file and the documents used to make the adverse decision and 1<sup>st</sup> Level Review at any time by contacting the Health Choice Review Coordinator at 919-855-4100.

If the decision is a reduction, suspension, termination, or denied request for increase of a service your child already receives, even if you request review, the services will be covered at the level stated in the decision under review, and services which are terminated or suspended services shall not be covered, unless and until the decision is overturned on review.

Your child will remain enrolled in the Health Choice program during the review process as long as he or she is eligible.



## EXTERNAL SECOND LEVEL REVIEW REQUEST FORM

- This form must be submitted within 15 DAYS from the date of the internal first level review decision.
- Please include a copy of the internal first level review decision with your request.

<b>MEMBER INFORMATION</b>		
NAME:	NCHC ID:	
MAILING ADDRESS:		
CITY:	STATE:	ZIP CODE:
<b>REPRESENTATIVE (PARENT/GUARDIAN INFORMATION)</b>		
NAME:	RELATIONSHIP:	
STREET ADDRESS:		
CITY:	STATE:	ZIP CODE:
HOME:	WORK:	
<b>SERVICE AND PROVIDER INFORMATION</b>		
SERVICE:	DATE OF SERVICE:	
PROVIDER NAME:	CONTACT PERSON:	
TELEPHONE: (    )	FAX:	
<b>TYPE OF REVIEW REQUESTED</b>		
<input type="checkbox"/> IN PERSON (RALEIGH)	<input type="checkbox"/> TELEPHONE	
<b>REPRESENTATION AT THE REVIEW: If you have a lawyer or other representative you would like to assist you in the review process, please write their name and contact information below.</b>		
<input type="checkbox"/> I WILL REPRESENT MY CHILD.	<input type="checkbox"/> I WANT SOMEONE ELSE TO REPRESENT MY CHILD.	
<p><b>By signing this document, I authorize the following person to represent the above recipient, and I authorize the Division of Medical Assistance to release to the following person any and all medical records, other documents, and confidential information which may pertain to the review of this decision.</b></p>		
NAME:	TELEPHONE:	
STREET ADDRESS:		
CITY:	STATE:	ZIP CODE:
<b>EXPEDITED REVIEW</b>		
NEED EXPEDITED REVIEW:	<input type="checkbox"/> YES (Include physician documentation)	<input type="checkbox"/> NO
<p><b>WHY DO YOU DISAGREE WITH THE DECISION? You may include documentation from your child's physician or others (only include information that was not previously submitted for the first level internal review). Additional documentation included:   <input type="checkbox"/> YES   <input type="checkbox"/> NO</b></p>		
<b>SUBMIT FORM TO:</b>	DHHS Hearing Office 2501 Mail Service Center Raleigh, North Carolina 27699-2501 FAX: (919) 733-6608	
SIGNATURE:	DATE:	