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| Notice of Extension of Timeframe to Make a Service Authorization DecisionInsert MCO logo |

Date mailed

Member's Name

Member/Representative's Street Address

City, State Zip Code

Hawm txog:

Tsab ntawv no yog faj seeb qhia rau koj tias peb tau nce ntxiv cov hnub siv los txiav txim rau koj txoj kev thov <<insert requested service or item>> lawm <<insert number of days; for Family Care or Partnership, insert "14 calendar days"; for PACE, insert "5 calendar days">>. Thaum chiv thawj koj thov txog <<insert requested service or item>> rau thaum <<date of request>>.

Peb yuav lis kom tiav cov txheej txheem thiab txiav txim xaus tsis pub lig dua <<insert date MCO will reach a decision; see instructions below>>.

[**Directions to MCO: Insert the appropriate date above and then delete these directions.** For standard Family Care or Family Care Partnership request, insert 28th calendar day from date of request; OR for expedited Family Care or Family Care Partnership, insert the 17th calendar day from the date of request; OR for PACE standard, insert the 8th calendar day from the date of request.]

Peb yuav nce ntxiv cov hnub siv los txiav txim vim <<insert reason for the decision to extend the timeframe>>.

Yog koj tsis pom zoo raws li peb txoj kev txiav txim nce ntxiv cov hnub, koj muaj cai teev koj txoj kev tsis txaus siab, uas yuav xam tias txoj kev ncua sij hawm yog kev tsis kam muab qhov kev pab los yog qhov khoom uas koj thov txog.

Koj teev tau koj txoj kev tsis txaus siab los ntawm <<insert process and/or contact person for requesting a grievance>>.

Yog tias koj xav tau kev pab, thov hu cuag <<MCO name>>tus kws tshwj xeeb paub zoo txog tswv cuab cov cai ntawm <<insert Member Rights Specialist’s contact information>>.

Peb txaus siab rau koj txoj kev ua siab ntev. Yog koj muaj lus nug dab tsi los yog kev txhawj xeeb, thov tsis txhob ua siab deb, hu rau peb.

Hmov tshua,

<<Care Manager's Name>>

<<Care Manager title>>

<<Telephone Number>>

<<RN Care Manager's Name>>

<<RN Care Manager title>>

<<Telephone Number>>