



Current Status: Active

PolicyStat ID: 3589754



Origination:	05/2017
Last Approved:	05/2017
Last Revised:	05/2017
Next Review:	05/2018
Owner:	Dorian Johnson
Policy Area:	Customer Service
References:	<a href="#">NCQA UM7</a> , <a href="#">UM8</a> , <a href="#">UM9 RR2</a>

## Acknowledgement of Member Appeal Request Uninsured-Underinsured - Stub

### POLICY

The Member Acknowledgment of Appeal Request Uninsured-Underinsured-Stub is a shared form used by both UM and Customer Service.

### PURPOSE

The purpose of this policy is to to create a stub policy to ensure proper revision tracking of this shared form that is used on multiple policies

### APPLICATION

1. Utilization Management
2. Customer Service

### STANDARDS

1. This stub policy will be the place holder for the form.
2. Any changes or revisions to the form must be made using this stub policy..
3. Any changes or revisions will need to be communicated to UM, Customer Service and PCE.

### RELATED POLICIES

1. Customer Service (CS) Enrollee/Member Appeals
2. Utilization Management Appeals
3. Denial of Service

### RELATED DEPARTMENTS

1. Customer Service
2. Utilization Management
3. Information Technology

# INTERNAL/EXTERNAL POLICY

INTERNAL

## Attachments:

[Acknowledgement of Enrollee-Member Appeal Request Form For Uninsured-Underinsured.docx](#)

## Approval Signatures

Approver	Date
Allison Smith: Project Manager, PMP	05/2017
Maha Sulaiman	05/2017
Tasha Bridges: UM Appeals Coordinator	05/2017
Michele Vasconcellos: Director, Customer Service	05/2017
dorian Reed	05/2017

COPY



Detroit Wayne Mental Health Authority (DWMHA)  
707 West Milwaukee Street  
Detroit, Michigan 48202

**ACKNOWLEDGEMENT OF ENROLLEE/MEMBER LOCAL DISPUTE RESOLUTION REQUEST**  
**(Uninsured – Underinsured)**

Date

Enrollee/Member Name

Address

City, State, Zip

Re: Enrollee/Member's Name: \_\_\_\_\_

MHWIN ID No: \_\_\_\_\_

Dear \_\_\_\_\_:

We received your Local Dispute Resolution request on <insert date>.

- A resolution will be rendered within 72 hours of receipt of the expedited local dispute resolution request.
- A resolution will be rendered within 10 calendar days of receipt of the standard local dispute resolution request.
- A resolution will be rendered within 10 calendar days of receipt of the post-service (retrospective) local dispute resolution request.
- A resolution will be rendered within 10 calendar days of receipt of the pre-service local dispute resolution request as your request for an expedited local dispute resolution has been DENIED.

Sincerely,

<Name of Responsible Party>

<Title>

Revised 5.10.17