**NOTICE OF ADVERSE BENEFIT DETERMINATION**

**About Your Treatment Request-Failure to Timely Resolve Grievance and Appeals Notice**

*Date*

*Member’s Name Treating Provider’s Name*

*Address Address*

*City, State Zip City, State Zip*

**RE:** *Service requested*

Our records show that you filed a *grievance or appeal* with the *Provider Name or Provider Name* on *Date .* Unfortunately, the *Provider Name* did not finish reviewing the *grievance or appeal* within the required timeline.

We apologize for the delay in processing your *grievance or appeal.* We are working on it and will provide you with a decision as soon as possible.

You may appeal this decision. The enclosed “Your Rights” information notice tells you how. It also tells you where you can get help with your appeal. This also means free legal help. You are encouraged to send with your appeal any information or documents that could help your appeal. The enclosed “Your Rights” information notice provides timelines you must follow when requesting an appeal.

The Provider Name can help you with any questions you have about this notice. For help, you may call *Provider Name hours of operation* at *telephone number*. If you have trouble speaking or hearing, please call the TTY/TTD number at *711*, between *hours of operation* for help.

If you need this notice and/or other documents from the Provider Name in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact *Provider Name* by calling *telephone number*.

If the Provider Name does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.

This notice does not affect any of your other Medi-Cal services.

*Provider Agency Salutation*

Enclosed*:* Your Rights under Medi-Cal Managed Care

Notice of Availability Language Taglines