



Member Handbook Insert

Procedures and Timelines for Filing a Grievance or Appeal

There has been a change to the **Grievance and Appeal section** (pages 44-47) of the Member Handbook. New and/or updated information is below.

If Humana – CareSource determines that more information is needed to resolve a standard or expedited appeal, and that a delay is in your best interest, we will make reasonable efforts to give you prompt oral notice of the reason for the extension. We will also give notice in writing, within two calendar days and inform you of your right to file a grievance if you disagree with our decision to extend the timeframe of your appeal.

Humana – CareSource works to resolve all standard appeals within 30 days. If Humana – CareSource gets an extension, it may take up to 14 more days to resolve the appeal. If Humana – CareSource does not resolve your appeal within these timeframes you may request a State Fair Hearing (see the State Fair Hearing section of the handbook, page 47).

KY-HUCM0-2457

KDMS Approved 8/29/2019