AHCCCS/ALTCS Service Appeal Process Flow Chart

Consumer Requests Service

14 DAYS
R9-34-206

AHCCCS/ALTCS Health Plan Approves Service

AHCCCS/ALTCS Health Plan denies service and sends ***Notice of Action***

Contents (R9-34-205)
- Action taken
- Reasons for action
- Appeal Rights
- Appeal Procedures
- Expedited appeal process
- Rights to continued service

60 DAYS
R9-34-209

Consumer Must File Appeal within 60 days of receiving written notice

30-45 DAYS
(with extension)
R9-34-213

AHCCCS/ALTCS Health Plan Approves Service

AHCCCS/ALTCS Health Plan again denies service and sends ***Notice of Appeal Resolution*** in writing

Contents (R9-34-216)
- Results of health plan's decision on Consumer's appeal
- Right to request fair hearing and how to request
- Factual and legal basis for health plan's decision

30 DAYS
R9-34-217

Consumer has 30 days from date of notice to file for Fair Hearing

30 DAYS

Fair Hearing at Office of Administrative Hearings (OAH)

50 DAYS

Administrative Law Judge Issues **Recommended Decision** to AHCCCS (w/in 20 days of hearing A.R.S. 41-1092.08(a)) & AHCCCS Director Reviews ALJ Decision & Issues **Director's Decision** (30 days after ALJ decision R9-34-218)