



June 24, 2022

RE: Changes related to Appeals and Fair Hearings valid through August 31, 2022.

Health and Human Services Commission (HHSC) is extending the timeframe to allow HHSC 120 days to make a fair hearing determination for determinations due to be made through August 31, 2022.

This means that the timeframe for which Cook Children's Health Plan will receive determinations for a fair hearing has been extended.

HHSC is extending the timeframe to 150 days for fair hearing request timeframes expiring through August 31, 2022.

Members/LAR now have 30 additional days to request a State Fair Hearing.

HHSC requires CHIP, STAR, STAR Health, STAR Kids, STAR+PLUS MCOs, Dual Demonstration Medicare-Medicaid Plans (MMPs), and DMOs to allow a Member to request an appeal verbally without the Member having to provide a written request through August 31, 2022.

Verbal requests for appeals will not require written follow up. Cook Children's Health Plan will continue to honor written appeal requests if received.

Providers may contact CCHPDenialandAppeal@cookchildrens.org for questions related to this guidance. For general health plan questions please contact Cook Children's Health Plan Provider Support Services at 888-243-3312 or submit a Customer Service Request via the Secure Provider Portal, select the topic Provider Relations Outreach.

Sincerely,

Cook Children's Health Plan

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