



First Level Complaint Appeal Important Information About Your Complaint Appeal Rights

How to File a Complaint Appeal

If you are not satisfied with EmblemHealth's decision about your complaint, you or a person you name to act on your behalf (your representative) can file a complaint appeal. The complaint appeal **must be filed within 60 business days from the date you receive this notice.**

To file a complaint appeal, call Customer Service at **877-842-3625 (TTY: 711)**. Our hours are 8 am to 6 pm, Monday through Friday (excluding major holidays). A Customer Service representative will be happy to help.

You can also mail or fax your complaint appeal to the address or number listed below:

In writing by mail

EmblemHealth
Grievance and Appeals Dept.
PO Box 2844
New York, NY 10116-2844

By fax

EmblemHealth
Grievance and Appeals Dept.
212-510-5320

Or, you can visit any of our Neighborhood Care locations.

Standard Complaint Appeal

We will let you know that we got your complaint appeal within 15 calendar days of receiving your request. We will send you our decision in writing within 30 calendar days from when we receive your complaint appeal.

Expedited (Fast) Complaint Appeal

You can ask for an expedited complaint appeal if:

- Your health care provider believes an immediate complaint appeal is necessary because a delay would significantly increase the risk to your health.
- The standard complaint appeal time frame could seriously harm your life, health, or ability to regain maximum function, or subject you to pain that cannot be managed adequately.

We will make our decision and let you know in writing within two business days of receiving all necessary information. If we do not agree that your complaint appeal needs an expedited review, we will treat it as a standard complaint appeal.

If you have questions or need help reading or understanding this notice, please call Customer Service at **877-842-3625 (TTY: 711)**. Our hours are 8 am to 6 pm, Monday through Friday (excluding major holidays). A Customer Service representative will be happy to help.

Be assured you that we will not retaliate or take any discriminatory action against you for filing a complaint appeal.