



First Level Complaint Appeal
IMPORTANT INFORMATION ABOUT YOUR COMPLAINT APPEAL RIGHTS

How to file a complaint appeal

If you are not satisfied with the decision EmblemHealth PPO made on your complaint, you or a person you name to act on your behalf (your representative) can file a complaint appeal. You can file by phone, fax or in writing — just make sure to do so within 60 business days from the date you receive this notice. To file, call Customer Service at **1-877-842-3625** or TTY/TDD 711 if you have a hearing or speech impairment, Monday through Friday from 8 am to 8 pm (EST) You can also send, drop off or fax your complaint appeal to the addresses or number listed below:

In writing by mail
EmblemHealth
Grievance and Appeal Dept.
PO Box 2844
New York, NY 10116-2844

Drop off in person
EmblemHealth
441 9th Avenue
New York, NY 10001

By fax
EmblemHealth
Grievance and Appeal
Dept.
1-212-510-5260

Standard complaint appeal – We will acknowledge 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 or
- the standard complaint appeal timeframe 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 a 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 any questions or need help reading or understanding this notice, please call EmblemHealth at **1-877-842-3625** or TTY/TDD 711 if you have a hearing or speech impairment, Monday through Friday from 8 am to 8 pm (EST).

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

For more information about your complaint appeal rights, call us or see your Member Handbook.