

- If Northwind Health Plus denies your appeal, you may be able to file a second appeal with Northwind Health Plus.
- If Northwind Health Plus denies your second appeal, you may file an external appeal with the California Department of Managed Health Care.
- You may be able to get help with the appeals process from your employer or the benefits department.
- You may also want to contact a legal professional to help you with the appeals process.
- If Northwind Health Plus denies your appeal, you may be able to file a lawsuit against them.
- If Northwind Health Plus denies your appeal, you may be able to file a complaint with the California Department of Managed Health Care.

Understanding the appeals process can help you get the coverage and care you need. It is important to remember that you have the right to appeal a decision made by Northwind Health Plus or your provider. It is also important to remember that you must file your appeal within 60 days of the date of the denial letter or other written notification from Northwind Health Plus, unless Northwind Health Plus has given you more time. You should also include all relevant medical and other information with your appeal and contact a legal professional if you need help.

Appeal Levels

COMPLAINTS AND APPEALS

At Northwind Health Plus, we take complaints and appeals seriously, and we strive to provide our members with the highest quality of care. We have a multi-level process in place to ensure that any grievances are addressed and resolved quickly and fairly.

Level 1: Initial Review

This is the first step in the appeals process. If you have a problem with a service or product received, contact the plan's Customer Service team. The team will review your complaint to determine if a solution can be reached or if the complaint should be escalated to the next level.

Level 2: Formal Complaint

If a satisfactory resolution is not reached at Level 1, you may submit a formal written complaint to Northwind Health Plus. This should include details of the issue, the date and time of the incident, and the names of any involved personnel. It should also include any relevant documentation or other evidence that supports your claim.

Level 3: External Review