

# How to Submit an Appeal

Sometimes you **may not agree** with benefit decisions. **You may appeal.**

If you disagree with a full or partial claim rejection or denial, or the payment amount, you may submit an appeal.

It **must be received in writing within 180 calendar days** from the date of the decision you are appealing.

Even if you make a verbal request, you must still file it in writing within the 180-calendar-day timeframe.

## How to submit an appeal

1. The Member Appeal Request Form is available online at [www.primehealthcare.com/EHP](http://www.primehealthcare.com/EHP)
2. Download it. Follow the directions and fill it out completely.
3. Mail or fax the completed form and any supporting documents, such as your explanation of payment or balance billing statement to the address below.
4. Your request will be reviewed, and a written response will be completed within 30 days.
5. If you still disagree, you may submit a Second Appeal. It will be processed within 30 days.
6. Contact Keenan Customer Service at 310-773-7218 if you have any questions or concerns.

