

# Appeals & State Fair Hearing

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# Overview

- ▶ What is an appeal? (first level review)
- ▶ What is a State Fair Hearing?

# What is an Appeal?

(first level review)

# Right to Appeal

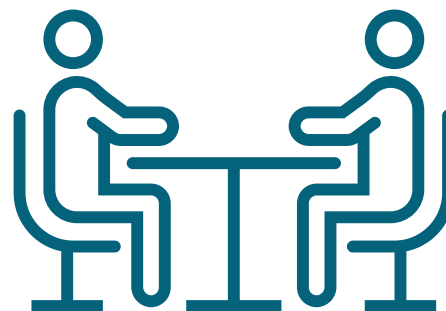
- ▶ A Medicaid member or their representative may file an appeal or State Fair Hearing request.
- ▶ Members who are accessing:
  - Managed Care Plans (MCPs) – Appeal
  - Fee For Service (FFS) – State Fair Hearing

# Appeal (first level review)

- ▶ When a Managed Care Plan (MCP) has denied, stopped or reduced a service or benefit a member is notified by:
  - Adverse Benefit Determination (ABD)
  - Notice of Decision (NOD)
  
- ▶ If member doesn't agree, the member (or representative) may file an appeal with their assigned MCP.
  - Directions located on ABD or NOD
  
- ▶ Must be submitted to MCP within sixty (60) days from date on the ABD or NOD
  - Mail – Phone – Email

# Appeal (first level review) Cont.

- ▶ MCP will have a decision no later than thirty (30) days from date the appeal was received
- ▶ Member receives the MCP's Appeal Determination Letter by mail



# How to file an appeal with MCP:

- ▶ On the NOD or ABN there will be directions specific for each MCP
- ▶ MCP Website
- ▶ Detailed information in the MCP Member Handbook
- ▶ Can be submitted by:
  - Phone
  - Mail
  - Email

# MCP Resources

## ► Medical

- Iowa Total Care
  - [Complaints and Appeals | Iowa Medicaid Resources | Iowa Total Care](#)
  - Member Services at 1-833-404-1061
- Molina
  - [How to File an Appeal| Medicaid](#)
  - Member Services at 1-844-236-0894
- Wellpoint
  - [Medicaid Grievances and Appeals in Iowa | Wellpoint](#)
  - Member Services 1-833-731-2140



# MCP Resources Cont.

## ► Dental

- MCNA

- [Members, Parents, and Guardians | MCNA Dental: Iowa Dental Wellness Plan](#)
  - Member Services at 1-855-247-6262

- Delta Dental

- [Dental Wellness Plan Grievance and Appeal Process](#)
  - Member Services at 1-888-472-2793

# What is a State Fair Hearing?

# State Fair Hearing

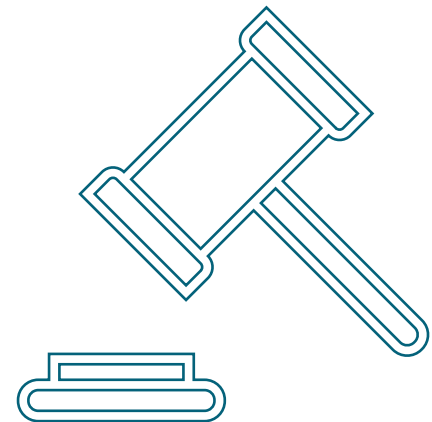
- ▶ If member disagrees with MCP or HHS (FFS) decision, the member may initiate a State Fair Hearing
  - Mail, Phone, Fax, Website, or in person at HHS office
  - [How to Appeal | Health & Human Services](#)
  - Current online form: [Appeals - Appeal Request](#)
  
- ▶ Must be submitted to the State:
  - MCP: 120 days from Appeal Determination Letter from the MCP
  - FFS: 90 days of the NOD from HHS
  
- ▶ MCP Prior to submission of a State Fair Hearing
  1. First Level Appeal must be submitted
  2. MCP Appeal Determination Letter received

# State Fair Hearing Cont.

- ▶ HHS receives appeal from the member
- ▶ HHS will obtain additional information from the MCP and/or reach out to the member
- ▶ If appeal is eligible for a hearing, the member (and all parties) are notified of the date and time of the hearing.
  - Certifies appeal to Department of Inspections, Appeals, and Licensing (DIAL)
  - Notified by mail
  - At least fifteen (15) days in advance
- ▶ If appeal is denied, the member is notified by mail.

# State Fair Hearing Procedure

- ▶ Most held via phone
- ▶ Each party has their opportunity to:
  - Submit evidence
  - Provide testimony
  - Ask questions
- ▶ Administrative Law Judge (ALJ) issues a Proposed Decision
  - Typically, 30 days from the hearing date



# State Fair Hearing Procedure Cont:

- ▶ All parties are given fourteen (14) days to request a Directors Review, if there is a disagreement
- ▶ If no disagreement, Final Decision is issued on the fifteen (15) day after the date on the Proposed Decision.
- ▶ Not an additional 15 days from the 14 days



# Questions

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Health and  
Human Services