



Overview of the Appeal Process For Denial of Eligibility for Enrollment or for a Disenrollment Decision in the WTC Health Program

The ***Overview of the Appeal Process for Denial of Eligibility for Enrollment or for a Disenrollment Decision*** in the World Trade Center (WTC) Health Program provides applicants with a brief summary of the appeal process; timelines for the appeal process; and *Frequently Asked Questions* about the appeal process.

If you need help in understanding the appeal process, call: the WTC Health Program Call Center at 1.888.982.4748 Monday through Friday, 9 a.m. to 5 p.m. Eastern Time Zone. The Call Center will refer you to the appeal coordinator who can explain the appeal process and answer any questions you may have.

Questions? Contact the WTC Health Program at 1-888-982-4748 or at WTC@cdc.gov

Brief Summary of Appeal Process for Denial of Eligibility for Enrollment or for a Disenrollment Decision

Any applicant denied eligibility for enrollment in the WTC Health Program has the right to appeal the decision.

To appeal, you must mail or fax a written letter to the WTC Health Program appeal coordinator within ***120 calendar days from the date on the top of the denial or disenrollment letter***. The request may be mailed or scanned and transmitted electronically to the Program.

The written request must:

- Identify the member appealing the decision;
- Describe the decision being appealed and state the reason(s) why you believe the denial of enrollment or decision for disenrollment is incorrect and should be reversed. The appeal request may include relevant new information not previously considered by the WTC Health Program; and
- Be sent to the WTC Health Program at the address specified in the notice of denial or disenrollment.

The written letter can also include:

- A request to designate a representative

After the Program receives a valid appeal, the Administrator will appoint a Federal Official independent of the WTC Health Program to review the case. The Federal Official will review all available records and assess whether the appeal should be granted, as promptly as possible. After the review is completed, the Federal Official's recommendation on the appeal will be sent to the Administrator.

The Administrator will review the Federal Official's recommendation and any relevant information and make a final decision on the appeal. The Administrator will notify the denied applicant or disenrolled WTC Health Program member and/or designated representative in writing of the decision and any administrative actions taken in response to the final decision. If your appeal is denied, no further consideration will be given to your appeal request by the WTC Health Program and any further action would have to be pursued legally outside the administrative appeal process of the Program.

Using a Representative. You can designate a person to represent your interests during the appeal process. You can designate a representative by sending a letter to the appeals coordinator. See Frequently Asked Questions for more information about how to designate a representative.

Frequently Asked Questions About the Appeal Process for Denial of Eligibility for Enrollment or for a Disenrollment Decision in the WTC Health Program

Appeal Request

1. Who may request an appeal?
2. When can I request an appeal?
3. How do I request an appeal?
4. What is required to be included in my appeal request letter?
5. What happens when my request is received?
6. If my appeal request is accepted for review, what happens next?
7. What happens if my appeal request is not accepted for review?

Appeal Review

8. How will my appeal request be reviewed?
9. How long will it take for my appeal to be reviewed?
10. How will I be informed of the final decision on my appeal?
11. What happens if my appeal is denied by the Federal official?

Getting Help

12. Where can I get help if I have questions about the appeal process?

Appeal Request

1. Who may request an appeal?

Any applicant *denied eligibility for enrollment in the WTC Health Program* may request an appeal.

2. When can I request an appeal?

If you are denied eligibility for enrollment, you will receive a letter from the WTC Health Program notifying you of the denial. You have **120 calendar days** from the date on the top of the denial letter to appeal the denial decision. Note that 120 calendar days is not counted from the postmarked date or from the date you receive the letter. The 120 calendar days is counted from the date on the top of the denial letter.

3. How do I request an appeal?

You must mail or fax a written letter to the WTC Health Program appeal coordinator. The request must be postmarked or received by fax within 120 calendar days of the date of the denial letter. If your appeal request is not postmarked or received by fax within 120 calendar days of the date of the denial letter, your request will not be considered further. Use the following mailing address or fax number to send your request to the appeal coordinator:

**Appeal Coordinator
WTC Health Program
P.O. Box 7000
Rensselaer, NY 12144
Fax: 1.877.646.5308**

4. What is required to be included in my appeal request letter?

The following information is required to be included in an appeal request letter: (1) the name, address, and contact information of the individual who is requesting the appeal; and (2) a clear statement of the reason(s) why you think the denial was wrong. For example, you can state that the denial was based on factually inaccurate information, the Program did not appropriately consider your activities or location when determining eligibility, or the denial was not reasonable as applied to the facts of your case.

5. What happens when my appeal request is received?

When your letter or fax requesting an appeal is received by the WTC Health Program, the appeal coordinator will examine your appeal request to ensure that it meets all of the requirements.

6. If my appeal request is accepted for review, what happens next?

If your appeal request is accepted, the appeal coordinator will notify you by letter.

7. What happens if my appeal request is not accepted for review?

If your appeal request is not accepted, the appeal coordinator will notify you by letter. The appeal coordinator will inform you of the specific reason(s) why your appeal request was not accepted. No further consideration will be given to your appeal request by the WTC Health Program. Further consideration of your appeal request would have to be pursued outside the administrative appeal process of the WTC Health Program.

Appeal Review

8. How will my appeal request be reviewed?

A Federal official will review any information relevant to denial of eligibility for enrollment available in your WTC Health Program applicant file and the information you provided with your appeal request.

9. How long will it take for my appeal to be reviewed?

Each appeal request for denial of eligibility for enrollment will be reviewed promptly.

10. How will I be informed of the final decision on my appeal?

The appeal coordinator will send you a letter with a copy of the Federal official's final decision on the appeal and any actions taken by the WTC Health Program resulting from the final decision. For example, if your appeal of the denial of eligibility for enrollment in the WTC Health Program is granted, these actions could include enrolling you in the WTC Health Program.

11. What happens if my appeal is denied?

If your appeal is denied, no further consideration will be given to your appeal request by the WTC Health Program. Further consideration of your appeal request would have to be pursued legally outside the administrative appeal process of the WTC Health Program.

Getting Help

12. Where can I get help if I have questions about the appeal process?

If you need help in understanding the appeal process, you can call the WTC Health Program Call Center at 1.888.982.4748 Monday through Friday, 9 a.m. to 5 p.m. Eastern Time Zone. The Call Center will refer you to the appeal coordinator who can explain the appeal process and answer any questions you may have.

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