

PO Box 197869  
Louisville, KY 40259

Date:

Enrollee Name:

Enrolled ID Number:

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## ***You Have the Right to an Expedited (Fast) Grievance***

### ***You have the right to file an expedited (fast) grievance if:***

\_\_\_\_\_ *You asked for a fast decision on a service, and we decided to process it under our regular (non-expedited) time frame. We will give you a fast decision if you resubmit it with a supporting statement from your doctor.*

\_\_\_\_\_ *You asked for a fast appeal for a service, and we decided to process it under our regular (non-expedited) time frame. We will give you a fast decision on your appeal if you resubmit it with a supporting statement from your doctor.*

\_\_\_\_\_ *We need up to 14 more days to decide on your request for a service. The extension is due to the following reason: [Health Plan must insert reason for taking an extension; e.g., extra days needed to review additional information, etc.]*

\_\_\_\_\_ *We need up to 14 more days to consider your appeal for a service. The extension is due to the following reason: [Health Plan must insert reason for taking an extension; e.g., extra days needed to review additional information, etc.]*

**Note:** *When you request a fast grievance, we will make a quick decision on your request and notify you within 24 hours.*

## ***How to File an Expedited (Fast) Grievance***

*Call us at 1-844-859-6152, TTY 711, Monday through Friday 8 a.m. to 8 p.m. Eastern Time from February 15 to September 30 and 7 days a week from 8 a.m. to 8 p.m. Eastern Time from October 1 to February 14, to file an expedited grievance or get more information.*

*You can also call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week, for more information about the expedited grievance process. TTY users should call 1-877-486-2048.*



Passport Advantage is an HMO Special Needs Plan with a Medicare contract and a contract with the Kentucky Medicaid program. Enrollment in Passport Advantage depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare, and resides in Jefferson, Hardin, Bullitt, or Nelson County. Passport Advantage (HMO SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-859-6152 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-859-6152 (TTY: 711).