



State Fair Hearing: Extended Filing Timeline Due to COVID-19

April 1, 2020

In response to the state and federal emergency regarding COVID-19, DHCS has submitted a proposal to offer flexibility in operating the Medi-Cal program under Section 1135 of the Social Security Act (1135 waiver). On March 23, 2020, CMS approved some components of the DHCS 1135 waiver proposal, including flexibility in a member's allowable filing timeframe for state fair hearings.

Effective March 1, 2020, and until further notice, the regular filing timeframe of 120 days from the date of the notice of appeal resolution (NAR) is extended to **240 days** from the date of the NAR for members or their provider or authorized representative on their behalf to request a hearing. PHC will be amending the addendum, "Your Rights Under Medi-Cal Managed Care", that is included with each provider and member notice of action letter and notice of appeal resolution letter, but is notifying you of this filing extension through this bulletin first. The addendum will be updated as follows, with new benefit information and explanations noted by **bold and underlined text**:

STATE HEARING

If you filed an appeal and received a Notice of Appeal Resolution (NAR) letter telling you that your health plan will still not provide the services, or **you never received a letter telling you of the decision and it has been past 30 days**, you can ask for a State Hearing and a judge will review your case. You will not have to pay for a State Hearing.

Normally, you have 120 days from the date of Notice of Appeal Resolution (NAR) to ask for a State Hearing. However, because of the national emergency due to coronavirus (COVID-19), you have 240 days from the date of the NAR to ask for a hearing. We will update this notice when the timeframe changes back to 120 days. You can ask for a State Hearing by phone or in writing:

- **By phone**: Call **(800) 952-5253**. This number can be very busy. You may get a message to call back later. If you cannot speak or hear well, please call **TTY/TDD (800) 952-8349**.
- **In writing**: Fill out a State Hearing form or send a letter to:

**California Department of Social Services State Hearings Division
P.O. Box 944243, Mail Station 9-17-37 Sacramento, CA 94244-2430**