



STATE OF NEW YORK  
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## Managed Care Appeal Tip Sheet

### Five Tips for Appealing HMO Denials of Care

1. **Appeal.** Only 1-2% of people who are denied care appeal but 75% of these people win more care. So, always appeal - the odds are in your favor.
2. **Get a clear explanation in writing from your HMO of the reason your care was denied.** You have a right to this explanation, so demand one if you don't get it because this will help you prepare your appeal.
3. **Get your doctor to help you by writing a letter explaining why you need the care.** If possible, have your doctor call the HMO's medical director on your behalf.
4. **Follow the time lines for submitting your appeal** - get it in on time, send it certified mail and keep calling to find out the status. Keep a paper trail of everything you send to the HMO and a record of every time you call the HMO and who you talk to.
5. **Get help with your appeal.** Call the Managed Care Consumer Assistance Program in your area or the Attorney General's Health Care Bureau at 1-800-771-7755 option 3.

# Long Island Consumer Assistance Programs

## Managed Care Consumer Assistance Programs

Research and Education Project of LI  
90 Pennsylvania Avenue  
Massapequa, NY 11758  
(516) 541-1006; Fax (516) 541-2113

Medicare Rights Center  
1460 Broadway  
New York, NY 10036  
(212) 869-3850; Fax (212) 768-2730  
1-800-333-4114

## Health Insurance Information Counseling and Assistance for People with Medicare

### Nassau County

Family Service Association  
336 Fulton Avenue  
Hempstead, NY 11550  
516-292-1300 Ext. 2272  
e-mail: [hiicapfa@aol.com](mailto:hiicapfa@aol.com) Family and Children's Association

### Suffolk County

RSVP  
One West Main  
Smithtown, NY 11787  
516-979-9490

## Some Resources for People with Breast Cancer

Cancer Care  
516-364-8130 or 1-800-813-HOPE  
[www.cancercare.org](http://www.cancercare.org)

Adelphi New York State Breast Cancer Hotline  
(800) 877-8077  
[www.adelphi.edu/nysbreastcancer](http://www.adelphi.edu/nysbreastcancer)