

December 19, 2022

## UPDATE TO COVID-19 ACCOMMODATIONS FOR THE MEMBER APPEALS PROCESS

### SUMMARY OF NOTIFICATION

On January 31, 2020, the Secretary of the U.S. Department of Health and Human Services declared that a public health emergency exists nationwide due to the novel coronavirus (COVID-19) outbreak.

In response, the Texas Health and Human Services Commission (HHSC) implemented a flexibility to allow managed care members additional time beyond the required 60 days to request an appeal. Under this flexibility, members have 90 days to request an appeal.

### KEY DETAILS

HHSC is ending the additional 30 days a member has to request an appeal on **March 31, 2023**.

- For services provided up until March 31, 2023, MCOs and DMOs should continue to allow the additional 30 days.
- For services provided April 1, 2023, and ongoing, the normal policy of allowing 60 days will apply.