Grievance and Appeal Request Form

Please complete the form below with information about member’s appeal/grievance.

<table>
<thead>
<tr>
<th>Member Name:</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member ID #:</td>
<td>Authorized Representative*:</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Date(S) of Service:</td>
</tr>
<tr>
<td>Address:</td>
<td>Name of Provider:</td>
</tr>
<tr>
<td></td>
<td>Claim Number:</td>
</tr>
</tbody>
</table>

Please explain your appeal, grievance, or complaint in this section. You can attach extra information to support your appeal, grievance, or complaint.

*An Appointment of Representative (AOR) form or other equivalent written notice is required when someone files an appeal on behalf of a member. See link to CMS 1696 Appointment of Representative Form.

Appointment of Representative Form English
Appointment of Representative Form Spanish

__________________________________________________________
Signature of Member or Representative

__________________________________________________________
Date

Relationship to Member (If Representative)

Mail this form to the following address for a timely appeal/grievance resolution:

CHRISTUS Health Plan Generations (HMO)

Appeal and Grievance Department
PO Box 169009
Irving, TX 75016
Fax# 1-866-416-2840

CHRISTUS Health Plan Generations (HMO) is a Medicare Advantage organization that is contracted with the Center for Medicare and Medicaid Services.

If you have any question please contact our Member Service Department at 1-844-282-3026, TTY 711.

October 1 – March 31:

• Live CSRs available seven days a week, from 8:00 a.m. to 8:00 p.m. in all time zones for the regions in which they operate

• Interactive voice response system or similar technologies for Thanksgiving and Christmas Day (messages must be returned within one (1) business day

April 1 – September 30:

• Live CSRs available Monday through Friday, from 8:00 a.m. to 8:00 p.m. in all time zones for the regions in which they operate

• Interactive voice response system or similar technologies for Saturdays, Sundays and Federal Holidays (messages must be returned within one (1) business day