

GRIEVANCE, APPEAL, AND FAIR HEARING

AUTHORIZED REPRESENTATIVE DESIGNATION FORM

You may have someone else act on your behalf in a grievance, appeal or fair hearing. By filling this out, you are requesting the person you list below be accepted as your representative.

- For fair hearings, providers cannot be an authorized representative for an applicant.
- If an applicant is deceased or becomes deceased during the fair hearing process, you need to contact the Office of Administrative Hearings to for the correct process.
- The organization(s) involved in the grievance, appeal or fair hearing need this form to be able speak with your designee on your behalf.
- If you need help with this form, you can contact the KanCare Ombudsman's office (855-643-8180). Return this this form to your MCO (if appropriate, see page 2) and the Office of Administrative Hearings. Who to send the form to and the addresses are listed on the second page.

I, _____
(Printed Name of Member)

want the following person _____
to act for me in my: **Grievance, Appeal or Fair Hearing.**
(circle one)

I have talked to this person and he/she agrees to represent me in the process. I understand that personal medical information related to my grievance, appeal or fair hearing may be disclosed to my representative.

1. Name of Representative (Please Print)

2. Address of Representative:

Street Address or PO Box

_____ Apt #: _____

City _____ State _____

Zip Code _____

Daytime Phone Number: _____

Evening Phone Number: _____

1. Brief description of the appeal for which this Representative will be acting on my behalf:

2. Signature of Member (or parent/ guardian) *

Date: _____

*Relationship to Member: ___ Parent ___ Guardian ___ POA

___ Other (explain) _____

Where to send this designation form

- For a grievance: send this form along with your written grievance to whichever organization you are filing the grievance with. If you do a verbal grievance, send just this form to whichever organization you filed the grievance with.
- For an appeal: send this form along with your written appeal to your managed care organization. If you do a verbal notice of your appeal, send just this form to your MCO.
- For a fair hearing: send this form to the Office of Administrative Hearings. If you do a verbal notice of your fair hearing, send just this form to whichever organization you gave verbal notice of the fair hearing with and the Office of Administrative Hearings.

Contact information for grievances, appeals and fair hearings:

Organizations:

- **Aetna** (grievances, appeals)
 - **Mail to:**
Aetna Better Health of Kansas
Grievance and Appeal Department
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210
 - **Fax:** 833-857-7050
 - **Phone:** 855-221-5656 (Relay: 711)
- **Sunflower** (grievances, appeals)
 - **Mail to:**
Sunflower Health Plan
Quality Department 8325
Lenexa Dr., Suite 200
Lenexa, KS 66214
 - **Fax:** 1-888-453-4755

- **United Healthcare** (grievances, appeals)
 - **Mail to:**
United Healthcare Grievance and Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364
- **KanCare Clearinghouse** (grievances)
 - **Mail to:**
KanCare Clearinghouse
PO Box 3599
Topeka, KS 66601
 - **Fax:** 1-800-495-1255
- **State fair hearing;** (fair hearings)
 - **Mail to:**
Office of Administrative Hearings
1020 S. Kansas Ave.
Topeka, Kansas 66612
 - **Fax:** 785-296-4848