

ALASKACARE RETIREE HEALTH PLAN
NOTICE OF CHANGE IN APPEAL PROCESS

On January 1, 2014, the Division of Retirement & Benefits (DRB) substantially changed the appeal process for the retiree health plan.

The new process is described in a January 1, 2014 Amendment which is very confusing and difficult to understand.

RPEA has requested that DRB post on their website the new appeals process in a step-by-step format that is clear and easy to understand. They have agreed to do that but they won't say when.

In the meantime, since retirees are currently trying to understand and use the new process, RPEA is developing a fact sheet on "how to file an appeal" that we will post on our website soon.

RPEA has also posted on our website the 1/1/14 Amendment that describes the new process. This Amendment only discusses Levels 1 & 2 appeals which are heard by Aetna or Moda Health, and does not discuss Level 3. Level 3 is heard by the Office of Administrative Hearings (OAH) in the Alaska Department of Administration.

It is important to understand that **it is every retiree's right to appeal ANY denial by Aetna or Moda to OAH, even if the denial letter from Aetna or Moda says there is no further review available under the appeals process.**

If you have questions, please feel free to contact Sharon Hoffbeck at sharonhoffbeck@gmail.com.