

# Serenity Care PACE

## How To File An Appeal

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Serenity Care PACE wants all participants to know and understand how to appeal service decisions that they do not agree with.

If you or your family asks to start, stop, or continue a certain service, the Serenity Care PACE team must tell you “yes” or “no” as quickly as your needs call for. The team will answer no later than 72 hours after you ask for the service to start or stop.

If you ask for more time or if the Serenity Care PACE team says it needs more facts, the team may have longer than 72 hours to say “yes” or “no”. The team can have up to five more days to decide.

If Serenity Care PACE says “no” to a request, the team will tell their reasons to you in writing and by talking to you. Serenity Care PACE will explain the appeals process to you and give you a paper showing you how to do it. Serenity Care PACE will also help you with the appeals process, if needed. Participants must give Serenity Care PACE their appeal within 120 days of having a request turned down. All appeals will be kept private.

Everyone who is part of the appeals process will have a chance to give facts about the appeal in person as well as in writing.

If you think that your life or health is in danger without the services that you want, Serenity Care PACE will answer the appeal as quickly as the your health calls for, but no more than 72 hours after it gets the appeal. This is called an expedited appeal. This time may be increased to 14 days if you ask for more time or if Serenity Care PACE can explain to the State why it needs more time.

The PACE program will appoint an impartial person who was not involved in the original action and who has proper qualifications to review your appeal.

During the appeals process, Serenity Care PACE will continue to give services depending on the following reasons:

- If you have Medicaid and Serenity Care PACE wants to end or reduce services being given, those services will continue to be given until a final decision is made.
- If you do not have Medicaid and want to continue to have the services, you have to understand that you might have to pay if the decision of the appeal is not in your favor.
- Serenity Care PACE will continue to give you all other services you need.

# Serenity Care **PACE**

If the decision of the appeal agrees with your request, Serenity Care PACE will give the services that you have asked for as fast as your health requires.

If the decision does not agree with your request, you can appeal to the Massachusetts Executive Office of Affairs and the Centers for Medicare and Medicaid Services. Serenity Care PACE will help you use any other appeal rights under Medicare or Medicaid.

## **Massachusetts Executive Office of Elder Affairs**

One Ashburton Place, 5<sup>th</sup> Floor  
Boston, MA 02108  
617-727-7750

## **Center for Medicare and Medicaid Services**

7500 Security Boulevard  
Baltimore, MD 21244-1850  
1-800-MEDICARE (1-800-633-4227)

## **Board of Hearings, Office of Medicaid,**

100 Hancock Street, 6th Floor,  
Quincy, MA 02171  
617-847-1204 (fax).