

The 2021 IHN-CCO member handbook has new information for you to review.

On pages 51 to 53 of the handbook, an overview of the Grievance and Appeals system is provided. We want to provide some extra details, so that as our member you are aware of all of your rights. Please see the information below, which should be used in addition to all the information in the handbook.

As an IHN-CCO member, you can ask for an administrative hearing for either of these reasons:

- If you still disagree with the appeal decision from us.
- If IHN-CCO did not make the appeal decision within the appeal timeframe.

If you would like copies of your grievance or appeal case file, we can send them to you. We will give you a copy of your case file if you ask us for it. We will send you a copy at no cost to you. Member notice templates are also available to you. You can ask us for a copy to be sent to you. These templates are also available to you free of charge. Contact us at 800-832-4580 (TTY 800-735-2900).

You can get this document in another language, format or large print at no cost. Please call us at 800-832-4580 (TTY 800-735-2900) to request a copy.

Puede obtener este documento en otro idioma, otro formato o en letra grande sin costo alguno. Llámenos al 800-832-4580 (TTY 800-735-2900) para pedir una copia.