

Medical Travel and Funeral Assistance Appeal Rights

Arctic Slope Native Association (ASNA) has established an appeals process to which applicants may follow if they disagree with the determination of their Medical Assistance or Critical Care and Funeral Assistance application.

- a. **Notice.** An applicant for and recipient of services (“client”) will be notified in writing of the disposition of the client’s application and of any action affecting continued eligibility for services or funding, including the services and funds to be made available and conditions for receipt, if any. The notice will include a written statement that the client may appeal the disposition of their application by notifying ASNA in writing within twenty (20) days of the mailing of notice from ASNA. The client’s appeal must state the reason(s) the client believes he or she was entitled to a different disposition and what action the client seeks. Persons wishing to appeal shall be encouraged to do so promptly and appeals will be expedited to the extent feasible.
- b. **Informal Review.** The client shall be afforded an opportunity to an informal review with an ASNA employee of the facts upon which the decision was based to ascertain the validity of the facts and the related decision. The client may decline the informal review.
- c. **Hearing Date and Summary of Issues.** If a client is not satisfied by an informal review (or declines the initial review), ASNA will set a date and time for a hearing. ASNA shall prepare a notice of a hearing date and a written summary of the issues, including the facts and rules upon which the determination was based. This statement will be delivered to the client at least one week before the hearing date.
- d. **Representation.** The client shall have the right to be represented by someone of his or her choice, including an attorney, at the client’s expense. The client and ASNA may present and examine witnesses presented, including the client and ASNA staff and may present exhibits.
- e. **Hearing Officer.** The ASNA President/CEO shall designate a person or persons to conduct the hearing. The Hearing Officer should be someone who the ASNA President/CEO believes will prepare a knowledgeable, fair, and impartial decision. However, the Hearing Officer may not be a person who was directly involved in the case decision in question.
- f. **Hearing Procedure.** The hearing shall be conducted in an informal but orderly manner. The Hearing Officer, in the beginning, shall cause the statement of issues prepared by ASNA to be read and shall with the assistance of the parties establish a mutual understanding of the issues. The hearing shall be limited to the issues identified in the notice and summary of issues. Clients who do not reside in Barrow may participate in the hearing via telephone.
- g. **Record.** The hearing will be recorded. The Hearing Officer shall prepare a written recommended decision to the ASNA President/CEO within ten (10) days of the hearing, unless all parties agree to a longer period or the ASNA President/CEO finds there is good cause to grant the Hearing Officer more time. The client shall be provided a copy of the Hearing Officer’s recommended decision.
- h. **Decision.** The ASNA President/CEO or his/her designee shall issue a final written decision within ten (10) days after receipt of the Hearing Officer’s recommended decision and shall provide the client with a copy of the final decision. The decision of the ASNA President/CEO is final and binding on the client and ASNA.

The remedies available in an appeal are limited to payment of past expenses and determination of eligibility for future or actual expenses up to program limits.