

NOTICE OF EXTENSION

If the letters are too small or the words are hard to read, call our office at 602-542-0419 or 1-866-229-5553 and someone will help you. If this letter does not tell you what you asked for, or what we decided and why, call us at 602-542-0419 or 1-866-229-5553. This letter is available in other languages and layouts if you need it. If you are deaf or have difficulty hearing, you can call 7-1-1.

To: _____

Date: _____

From: Division of Developmental Disabilities, Mail Drop 2H91
P.O. Box 6123
Phoenix, AZ 85005-6123
Telephone: 602-542-0419 or 1-866-229-5553

_____ has asked that the Division of Developmental Disabilities pay for
_____. _____ feels that it is in your best
interest to take up to 14 more days to make a decision. We need this time so we can get more information from
_____. We need _____.

We will make this decision by _____. If we do not get the information from _____
we will have to deny this request.

If you do not agree with us taking extra time to make a decision you can file a grievance (complaint). You can do this by
contacting 1 (844) 770-9500 or ddcustomerservicecenter@azdes.gov.

If you need help with making a complaint, you may contact the State Protection and Advocacy System, the Arizona
Center for Disability Law at 1-800-927-2260. Persons with a Serious Mental Illness (SMI) may contact an advocate at
the Office of Human Rights at 602-364-4585 or 1-800- 421-2124. You may also refer to your member handbook for more
information about the service authorization process.

If you need help with making a complaint, you may contact the State Protection and Advocacy System, the Arizona
Center for Disability Law at 1-800-927-2260. Persons with a Serious Mental Illness (SMI) may contact an advocate at
the Office of Human Rights at 602-364-4585 or 1-800-421-2124. You may also refer to your member handbook for more
information about the service authorization process.

As your health plan, we can decide to take extra time if we feel it will be of help to you. We felt extra time would help us
get the information needed to make a decision.

Sincerely,

Department of Economic Security,
Division of Developmental Disabilities